

## Interpreters Unlimited, Inc.

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Item #	Line Item	Notes	Unit Price	Qty/Unit	Attch. Docs
2002-001--01-01	Consultant's Proposal	Supplier Product Code:	First Offer -	1 / each	Y
Supplier Total					\$0.00

Interpreters Unlimited, Inc.

Item: **Consultant's Proposal**

Attachments

IU\_RFP2002-001.pdf



# Santa Clara County Housing Authority Language Services RFP #2002-001



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Isa Ayala, Procurement Analyst  
Santa Clara County Housing Authority  
505 West Julian Street  
San Jose, CA 95110

March 20, 2020

Dear Ms. Ayala,

Interpreters Unlimited is grateful for the opportunity to submit a response to your solicitation for Language Services for Santa Clara County Housing Authority.

As a **business focused on ensuring that all individuals, including children and families in limited English proficiency communities, as well as those in the Deaf and Hard of Hearing community, have equal access to government services and programs**, IU Group brings **our experience, our reliability, and our commitment to customer satisfaction** to all our language services.

For 50 years, we've worked to provide quality interpretation and translation services to a wide array of industries, all to support our core goal of overcoming communication barriers in public life. This mission means that **it is not enough to just earn your business; we want to earn your trust.**

IU Group does this by providing reliable and exemplary language services, and by putting our clients *first*, something we believe separates us from our competitors. With IU, you get:

- A **live person to speak with** when calling our offices or tech support, along with a dedicated management staff accessible 24 hours a day, seven days a week.
- A national network of **9,000+ skilled interpreters and translators**
- A **50-year track record** of providing exceptional customer service, fulfilling language services, and conforming to contract specifications
- An easy to use **Portal to Portal interface called IU Match Connect**
- **Performance Guarantees** for all of our services

If you have any questions or concerns, please do not hesitate to contact me. We look forward to the chance to provide language interpretation services for Santa Clara County Housing Authority.

Respectfully,

Shamus Sayed, Chief Operations Officer  
(858) 866-1130  
shamus.sayed@iugroup.com



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## Company Information

In 1970, **Interpreters Unlimited (IU)** was established with the mission to provide solutions when language creates a barrier in communication. **Our expansive network of language experts and accurate, on-time service have propelled IU to the forefront of a growing industry.** Furthermore, with our mergers and expansions, **IU now has over 80 years of combined experience.**

Our goal is to deliver superior interpretation and translation services nationwide, especially to members of underserved limited English proficiency populations who need access to government, medical and legal services. And with **49 years in business out of San Diego corporate office alone**, IU has worked to fulfill this mission; our database, which currently contains a large pool of over **9,000 interpreters across the nation**, offers on-site, telephone, and video remote interpretation in over 200 languages, as well as document translation for all your written communication needs.

### What Makes IU Different

#### Our Philosophy

- A **happy client is our goal**: we build productive working relationships
- IU offers top tier customer service—**with a 99% Fill Rate for all referrals**

#### Our History

- Providing complete **language solutions in over 200 languages since 1970**
- 50 years of **proven track record**, with 30+ years of success in Florida, and 20+ years Arkansas

IU has managed hundreds of simple to complex contracts for agencies and organizations across the nation, **from providing State departments with high quality interpreters to planning corporate events with full simultaneous conference interpretation to providing schools with reliably translated documents.** We currently service over 1600 contracts and continue to experience year over year growth.

**Our expansive network of language experts and accurate, on-time service have propelled IU to the forefront of a growing industry.** Furthermore, with our mergers and expansions, **IU now has over 80 years of combined experience.** IU is privately held and registered as a small, disadvantaged and minority owned enterprise. Interpreters Unlimited is **headquartered in San Diego, California** with



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regional offices located in **Little Rock, AR, Charlotte, NC, Colorado Springs, CO** as well as in **both the Fort Lauderdale and Orlando, FL areas**, making **us a nationwide presence**.

## What Makes IU Successful

### Technologically Driven

- Proven launch of a **robust, new, open ERP platform system IU MATCH CONNECT**
- **Advanced EDI capabilities** increase our productivity
- **New Smartphone App IU Connect Pro** can **request and track interpreters in real-time**

### Corporate Infrastructure

- We make **Management accessible** 24 hours a day, 7 days a week, 365 days a year
- **IU Match Connect** streamlines scheduling, performance reporting, and accounting histories
- Off-site **data security back-up** enabled that guarantees stability and recovery

Because IU believes that everyone deserves to participate fairly and equally in our social and civic worlds, **the language services we offer are part of our mission to better our community and help our fellow citizens**. The support we provide to our clients and their communities helps us achieve our mission.

## What Makes IU A Great Partner

### Staff Experience

- **80% of employees are bilingual** and domestically located
- Offering **over 9,000+ professionally skilled linguists** nationwide
- Our Sign Language interpreters certified by the **Registry of Interpreters for the Deaf (RID)**
- On-going training, testing, and professional development opportunities

### Community Commitment

- Interpreters Unlimited donates 2% of its profits to charities local to the contracting entity
- Charity donation focuses on underserved communities



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## IU is Financially Solvent

As a multimillion-dollar company, Interpreters Unlimited has the **financial stability and depth of resources to fully support the contract**. IU employs Generally Accepted Accounting Principles (GAAP) for its record keeping and carefully monitors operating cash flow and corporate liquidity. By maintaining a sound pricing structure and providing excellent customer service, Interpreters Unlimited has continued to grow and expand its services and staff. Our commitment to our clients has allowed us to secure our future financial success:

- Favorable Current Ratio
- Favorable Debt to Income Ratio
- Year-over-Year of profitability / year after year growth
- One of the largest grossing language services companies
- Letters of Reference from financial institutions available upon request
- Ability to obtain Performance Bond

Furthermore, Interpreters Unlimited believes in working to build and maintain a **corporate culture of inclusion**, and we are proud of our success. We **employ key diversity strategies and policies** that expand and embrace the variety of backgrounds, talents, and experiences our employees contribute to the language service industry. **Ultimately, these practices reaffirm the corporate mission articulated by Interpreters Unlimited's slogan: making connections nationwide.**

## Our Performance Guarantees

### IU offers the following guarantees for all of services provided:

- A **live representative** to answer EVERY call – 24 hours a day, 7 days a week.
- Should any linguist be 30 minutes or more late, or if they do not show up at all, **then the first two hours of the next appointment are free.**
- All **Over-the-Phone connections** to an interpreter will be made **within 60 seconds**, or the next 15 minutes are free.
- All **Video Remote Interpretation connections** will be made **within 60 seconds, or the next 5 minutes** are free.



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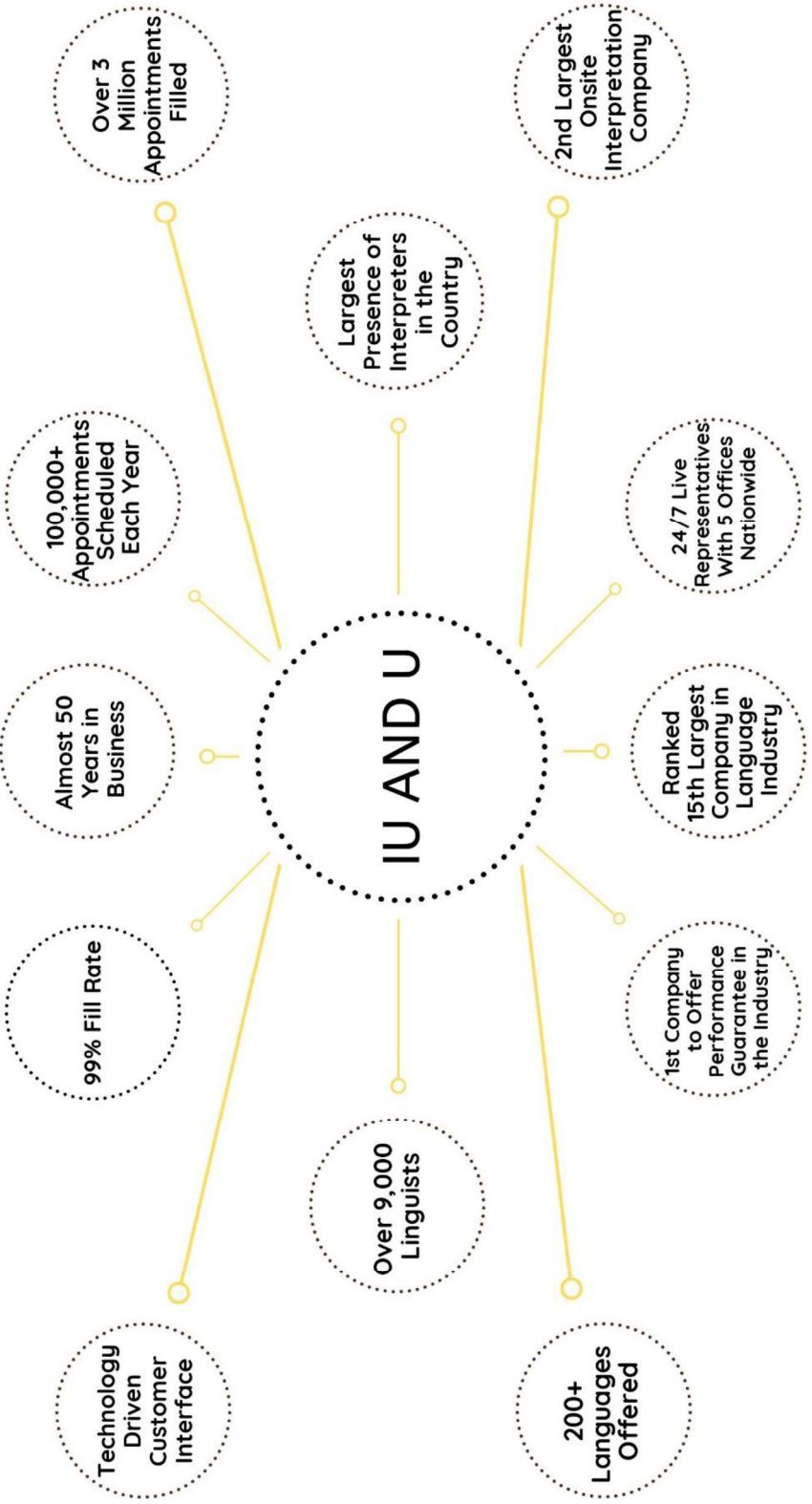


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**IU and YOU: Interpreters Unlimited Has Your Back**



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## References

The following contacts can attest to the superior quality of language services provided by Interpreters Unlimited.

Organization Name	Contact	Scope of Service	Dates
<b>County of San Diego</b> <b>5560 Overland Ave., Suite 270</b> <b>San Diego, CA 92123</b>	May Moe-West (858) 505-6392 May.moe-west@sdcounty.org	Interpretation Services	2009 - Ongoing
<b>County of Riverside,</b> <b>Department of Mental Health</b> <b>2980 Washington St.</b> <b>Riverside, CA 92504</b>	Sharon Lee (951) 955-7122 Lee_s@rcmhd.org	Interpretation & Translation Services	2009 - Ongoing
<b>County of Alameda, First 5</b> <b>1000 Broadway, Suite 500</b> <b>Oakland, CA 94607</b>	Leslie Wilson (510) 208-5959 Leslie.wilson@acgov.org	Interpretation Services	1999 - Ongoing

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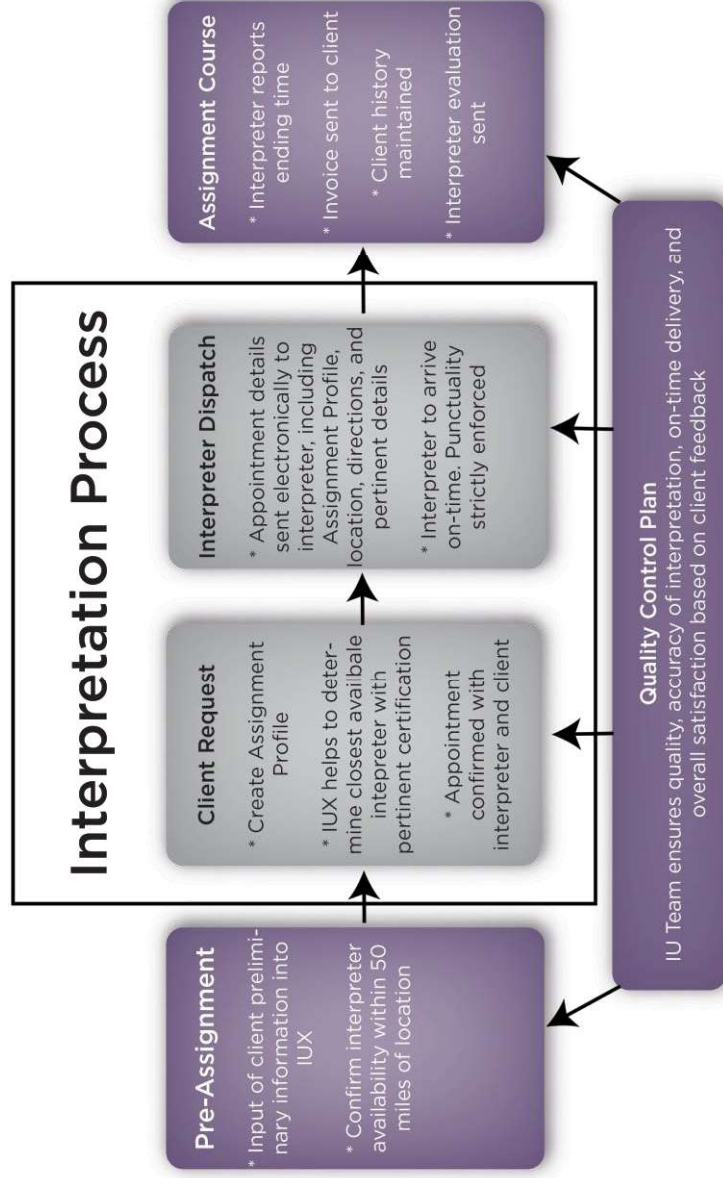
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# Scheduling an Interpreter

## Using IU Match Connect

Interpreters Unlimited provides direct services to customers by personally assessing assignments, obtaining necessary information, drawing conclusions and recommending and/or implementing courses of action in accordance with normal practices and procedures. We currently have a workflow process in place to assure the needs of the clients are met:



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## ***IU Match Connect: Interpreters Unlimited's Client Portal***

To manage and organize all these functions we utilize a proprietary program that was specifically designed to meet the needs of Interpreters Unlimited. IU MATCH CONNECT, Interpreters Unlimited's proprietary software system, allows us to manage every aspect of our business:

- All aspects of interpreters and translators, from scheduling and payment to annual 1099 tax form generation
- 72/48/24 Hour Interpreter Status Notifications – minimizing no-shows and ensuring on-time arrival
- Multiple assignments throughout the country
- Customer Relations Management
- Quality Assurance and Monitoring
- Accounting
- Client Reports
- Human Resources

In 2017, Interpreters Unlimited did a major upgrade to all systems, including our web access for clients. The result is the client portal we call IU Match Connect. After having examined how IU MATCH CONNECT functions on our side, we can look at how IU Match Connect is designed to enable our clients to consolidate basic, everyday tasks that would normally be completed over the phone—a process that perpetuates a 'greener' and more efficient work flow. This client portal, **IU Match Connect**, allows clients to:

- Enter appointments at convenience, saving time spent calling in.
- View appointment history, regardless if method of entry (phone, fax or web), allowing you to gather valuable patient trends to maximize your services.
- See LEP/client history, sorted by LEP/client, which will assist in interpreter scheduling and assignment grouping, saving money.
- Ability to authorize appointments, saving the time needed to call.
- Visibility of all assignments, by all users, allowing management reporting needs.

**Our goal is to create complete transparency in the request process. Requesting an interpreter should be easy and trackable, every step of the way. This keeps you, your stakeholders and most importantly, the limited-English speaking client whom we mutually serve, informed.**



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**Secure Login Portal:** The login screen can be accessed by any web browser (IE 9 and higher, Google Chrome and FireFox). Connection is via 128-SSL encrypted connection. From this moment forward, all access is HIPAA/HITECH compliant. Login information is provided by our Customer Relations Team.



Username

Password

Log in

Reset password



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**Home:** Upon login, this is the first screen to appear and it will be the dashboard to access all tasks. From here, one can request a new appointment, view appointments scheduled in the past, today and future.

Onsite Interpretation

Language Events

Create or Import

Event Id	Language	Event Start Time	Doctor	Status
<input type="checkbox"/> E803282	German	05/14/2015 10:00:00 AM		Scheduled
<input type="checkbox"/> E803289	Chinese	05/14/2015 8:00:00 AM		Confirmed

Events

Today's Event

Past Event

Future Event

PDF or Excel 1-2 of 2

PDF or Excel 1-2 of 2

From this screen, you can also export this view/list into an MS Excel and PDF format for reporting purposes.



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**Today:** This screen shows a listing of appointments taking place today that you have requested. Consolidating these appointments allows you to help manage your daily tasks, reference interpreters names booked to each appointment, review precise appointment locations and—should your presence be required in an appointment—help decipher your day’s schedule.

Create Interpretation

Language Events

Create or Import

Event Id	Language	Event Start Time	Doctor	Status
E803262	German	05/14/2015 10:00:00 AM		Scheduled
E803269	Chinese	05/14/2015 8:00:00 AM		Confirmed

Events

Today's Event

Past Event

Future Event

PDF or Excel 1-2 of 2

Log out

You can sort by language requested, event start time and view status of your appointment, answering the question , “Do I have an interpreter today?”

Language	Event Start Time	Status
German	05/14/2015 10:00:00 AM	Scheduled
Chinese	05/14/2015 8:00:00 AM	Confirmed



**Future / Past:** These buttons, placed at the far bottom left of the Home screen, allow you to review every appointment that has been requested. This functionality includes appointments requested over phone, email and over IU Match Connect. You have full visibility of every appointment you've requested.



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## Scheduling Time Frames

- All scheduling information will be viewable at any time by logging into **IU Match Connect** – IU’s proprietary online appointment system. If IU is unable to fill the request by the time identified, IU will inform the Requesting Agency/Requesting Entity.

### *Continuous/Routine Interpretation*

Upon request of a *Routine* interpretation work order—a request received with **more than 24-hour notice**:

- IU will send a confirmation email within two hours to the Requesting Agency/Requesting Entity verifying the work order has been received.
- IU will immediately begin filling the work order request.
- Upon interpreter confirmation, IU will then send an email with all appointment information including an Event Reference Number and Interpreter Name to the Requesting Agency/Requesting Entity.

### *Expedited On-site Interpretation*

Upon request of an *Expedited* interpretation work order—a request received with **less than 24-hour notice**:

- IU will **immediately** send a confirmation email to the Requesting Agency/Requesting Entity verifying the work order has been received, and begin filling the request.
- Once an interpreter is confirmed, IU will phone the Requesting Agency/Requesting Entity (as well as send an email) with all appointment information including an *Event Reference Number* and *Interpreter Name* Requesting Agency/Requesting Entity.

### *Critical On-site Interpretation*

Upon request of a *Critical* interpretation work order—a request received with **6-24 hour notice**:

- IU will **immediately** send a confirmation email to the Requesting Agency/Requesting Entity verifying the work order has been received, and immediately begin filling the request.
- Once an is confirmed, IU will phone the Requesting Agency/Requesting Entity (as well as send an email) with all appointment information including an *Event Reference Number* and *Interpreter Name* to the Requesting Agency/Requesting Entity.



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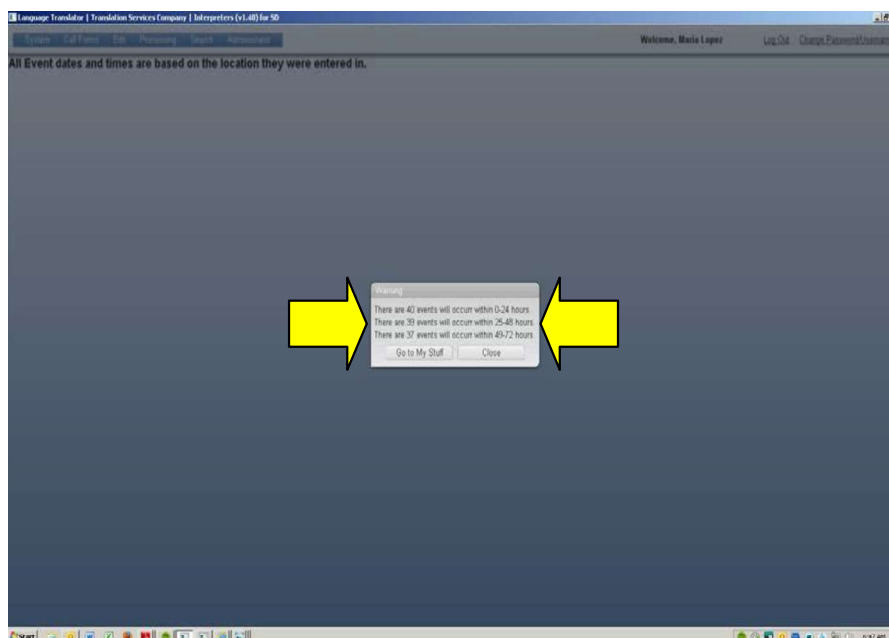


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## Alert Systems

Furthermore, as you can see below, we have a 24/48/72 hour alert system in place.



When schedulers are alerted to upcoming appointments, they send a **text message to the interpreter** to confirm the upcoming date and time, and then send a **confirmation email to the client**. This built-in redundancy is another example of Interpreters Unlimited's commitment to organization and client satisfaction.

## On-Site Interpretation Assignment Sheet

IU will provide all on-site interpreters with an **On-Site Assignment Sheet** with Section A already completed to take with them to each interpretation session. Interpreters will then complete Section B and attain approval signature from an authorized Representative. This On-Site Assignment Sheet will be submitted with its corresponding invoice for billing verification.

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## Telephone Interpretation

The Interpreters Unlimited advanced telephone interpretation system is designed to streamline all facets of an incoming interpretation call. It is available **24 hours a day, 7 days a week, 365 days a year**. Interpreters Unlimited's on-demand telephonic interpretation service includes additional features intended to boost the efficiencies between requesting parties and our professional staff.

### Call Management

Live dispatchers stand ready to field and facilitate calls from requestors and those individuals in need of language interpretation. Dispatchers, with the assistance of a **Voice Recognition Tool**, are able to identify the language or dialect of callers and appropriately relay the party to the proper language professional. If the language desired is already known, callers are able to bypass correspondence with operators and can select from a customizable touch tone menu of selected languages. This standard feature assists in the response to sudden or unanticipated surges in call volume or spike in the influx of calls for a single language. In addition, the computer integrated telephone system is wired to perform **three-way calls, conference calls**, and other similar type **group sessions**. Each service agent is able to answer and conduct calls in succession allowing for the minimization of hold times and idle periods between calls.

### Requestor Authorization

Interpreters Unlimited only approves requests for interpretation from persons authorized by the customer. These individuals, or agencies, are assigned **individual identification numbers** to track calls and requests made by a given entity. IU works with all clients to assign points of contact to in order streamline the request of services, provide accurate reporting, and create a consistent rapport with such designators in the case of question, concern, or modification that may arise during the life of a contract.

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## Telephone Interpretation Workflow

The process detailed below is an outline of one common workflow used to ensure the interpretation needs and the customer care needs of our clients are met:

**Step 1:** All clients will access the IU telephone interpretation system (accessible 24/7/365) using the *toll-free number*.

**Step 2/3:** Users are greeted and requested to input their *Customer Identification Number*. Authorized personnel will be assigned a *Customer Identification Number* before services can be scheduled in order to ensure proper requestor, interpreter, language, and other information for call recordkeeping. All data is stored in IUX 3.0, our proprietary software management system.

**Step 4:** After verification of the Customer Identification Number, the system will ask for the *Personal Identification Number*. This number will identify the specific user within each *customer* record. This authentication protocol allows IU to maintain an accurate account of all calls placed by a given user within the organization.

**Step 5:** Once user authentication has been completed, the user will be asked to select the interpretation language and/or dialect desired.

**Step 6:** Once the language has been selected, the system will automatically dial and make its attempt to connect with the qualified language professional.

**Step 7:** After the connection to the interpreter has been established, the session shall begin between parties. Upon completion, each side simply hangs up to disconnect the call. Should the client be interested in another session, he or she would just repeat the steps.

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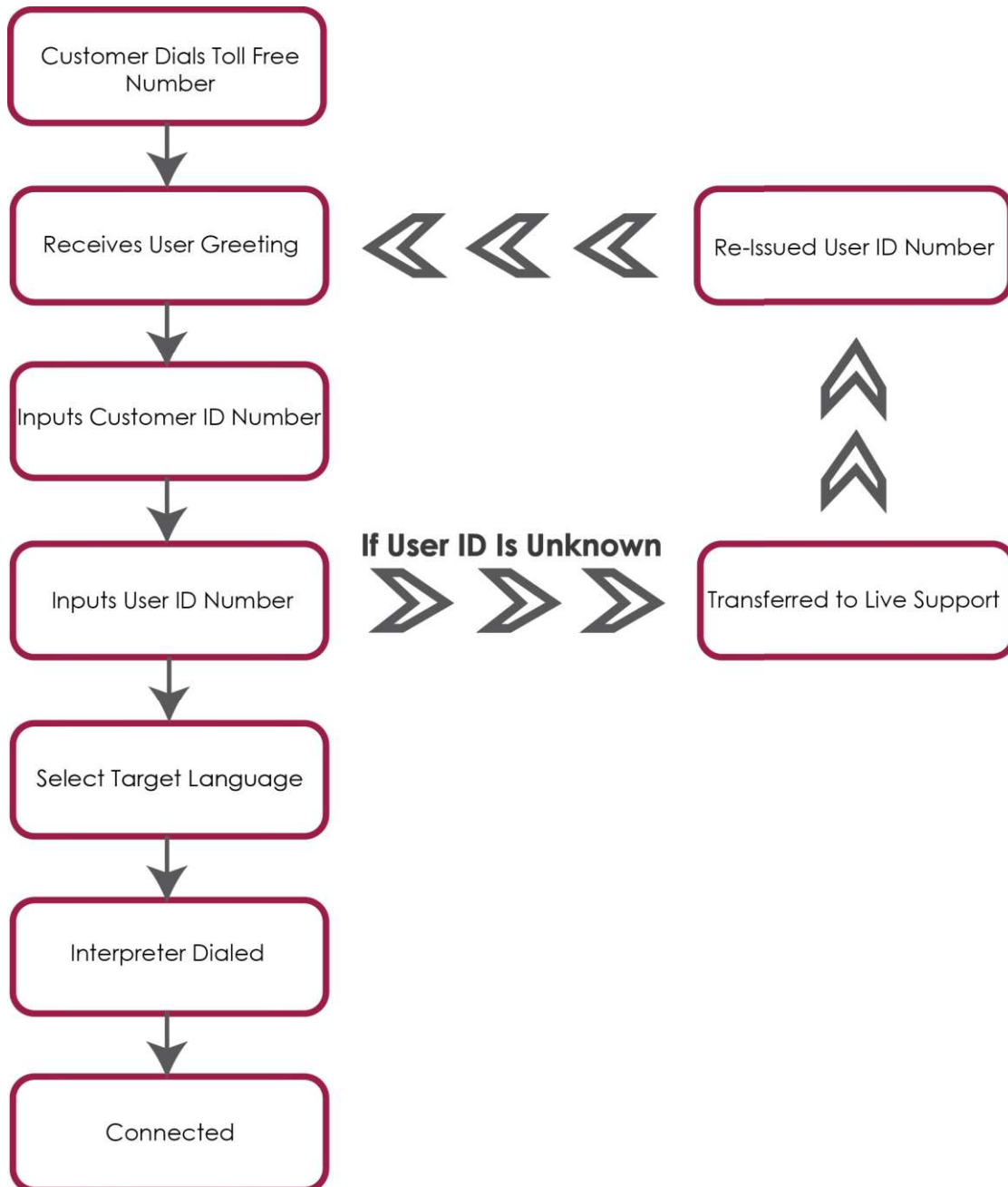


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## Telephone Interpretation Workflow Chart

The flowchart below illustrates the processes by which clients are able to utilize the IU telephonic interpretation service:





## Sample Telephone Card



### Access Over-the-Phone Interpretation

Step 1: Dial 877-6-LANGUAGE (877-652-6482)

Step 2: When prompted, provide:

Customer ID: XXX

User ID: XXX

For technical difficulties or questions,  
contact:

Sharik Sayed  
IT Manager  
(800) 726.9891 ext. 114  
sharik.sayed@iugroup.com

Step 3: Select language

You will now be connected to an interpreter!

Languages available: Afrikaans, Akan, Albanian, Amharic, Arabic, Armenian, Ashkarik, Assyrian, Azerbaijani, Basque, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Cantonese, Catalan, Cebuano, Chamorro, Chiu Chow, Choktaw, Chuukese, Creole, Croatian, Czech, Danish, Dari, Dutch, Estonian, Farsi, Fijian, Fijian-Hindi, Finnish, Flemish, French, Fukien Chinese, Georgian, German, Greek, Gujarati, Haitian Creole, Hakka, Hebrew, Hindi, Hmong, Hoiping Chinese, Hungarian, Ibo, Ilocano, Ilongo, Indonesian, Italian, Japanese, Kamasaja, Kanarese, Kannada, Kapangpongan, Karen, Kinyarwanda, Kirundi, Konkani, Korean, Kurdish, Laotian, Latvian, Lithuanian, Macedonian, Malay, Malayalam, Malaysian, Mandarin, Marathi, Mesquito, Mestaco, Mien, Minh, Mixteco, Moldavian, Mongolian, Nagamese, Nepali, Norwegian, Nuer, Oaxaca, Oromo, Pangasinan, Papiamento, Pashto, Persian, Polish, Pompango, Portuguese, Brazilian, Portuguese, European, Punjabi, Romanian, Russian, Samoan, Sephardic, Konkani, Serbian, Sibuan, Sicilian, Sindhi, Sinhalese, Slovakian, Slovenian, Somali, Spanish, Swahili, Swedish, Tagalog, Taiwanese, Tagrinyan, Tamil, Telugu, Thai, Toisan, Tongon, Tulu, Turkish, Ukrainian, Urdu, Urghur, Vietnamese, Visayan, Yemeni

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## Translation Process

IU houses a division that specializes in providing **timely, accurate and reliable document translation** services. Material for translation can be submitted using ClayTablet, email, or regular mail. Document translations are returned within a **2-3 business day turn around for critical and high-use threshold languages**, on average. Please see the below chart for turnaround time approximations.

Document Length	Turnaround Time
1-2 pages	24 hours
3-5 pages	48 to 72 hours
6+ pages	Turnaround time will be advised upon project submission

IU works with a large pool of translators with various subject matter and language expertise including but not limited to the languages indicated. Translators are **independently contracted linguists located nationwide** whose experience ranges from legal documents to medical research. No matter the project, Interpreters Unlimited will produce a quality translation within the advised time frame.

**Interpreters Unlimited guarantees project delivery dates. Should any translation request be late, a 30% discount to the overall cost will be applied.**

IU's dedication to this

**Performance Guarantee**

means that your organization will always receive *projects when promised, by the committed deadline and within budget.*

All document translation is done word-by-word, meaning-for-meaning, and follows the process outlined below. However, part of the proofing and editing process is to make sure any “word for word” translation still captures the relevant content and is culturally and topically appropriate. *Please note that IU verifies the qualifications of any translators working on a given project based on the needs of the assignment.*

### Document Submission

Source material for translation can be provided via ClayTablet, email, postal mail, or by fax. Interpreters Unlimited preserves original source document layout, graphics, and visuals, for all file formats (i.e. .doc, .pdf, etc.) and utilizes software systems to guarantee that translated versions meet all deliverable



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specification. Translation assignments are confirmed upon receipt and completed in within the estimated timeframe communicated to the client.

### Editing & Proofreading

Translators are responsible for converting, revising, editing, and proofreading all materials prior to their submission. All drafts and submitted work are susceptible to third party review, whether it by a representative of the client, an IU project/contract manager, or a member of IU's team of Senior Language Experts.

Edits and amendments shall be made at

**NO COST**

to your organization, **up to a year from the date**  
**of original translation.**

### Document Formats/Layout

Interpreters Unlimited translators are trained and experienced in industry standard computer assisted translation software suites, such as **SDL TRADOS**, and proficient in other desktop publication software—namely, Adobe InDesign, Adobe Photoshop, Microsoft Office Publisher, and Microsoft Office Suite (for Mac and Windows).

### Translation Memory

Interpreters Unlimited will build a **translation memory bank** for Your organization using SDL Trados to ensure that all Your organization requests are cost-saving and reliable. Translation memory works by capturing segments of text and storing its accompanying translation. If any further text contains identical or similar source segments, the system will show the previous translation, which can be used as it is, or corrected accordingly. These segments that have a match in the memory bank are also rated by percentage of match: 101% matches or ICE matches are matches of the segment + the context (same segments before and after), 100% matches are full matches without context, Fuzzy Matches are 99% or less match, and No Match are those that either do not have nothing similar in the TM. There are also Repetitions, which are segments that are not yet in the memory bank but that repeat themselves throughout the text. Consistency among translations and translators is vital, and Interpreters Unlimited has placed this concern first and foremost so that the dissemination of health education materials, including medical records and analyses, maintain a similar tone, style, and clarity.

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## ***Project Management Structure***

Translations are received by Interpreters Unlimited staff members who, in turn, assign the translations to qualified language professionals. The assigned translator(s) is/are responsible for converting source documents, proofreading, desktop publishing, and return delivery to clients.

### **Project Planning**

- Source material is sent to Project Manager through secure FTP (provided by IU) or through preferred methods (ClayTablet, email, etc.). Confirmation of receipt sent on same business day.
- Finalize project requirements. Assign translation team.
- Collect and verify source material, reference material, existing glossaries.
- Cost (based on proposed rate) and delivery estimate for the specific assignment will be provided within 24 hours. Email or fax acceptance is requested.

### **Translation**

- Upon document acceptance, translation begins.
- Create/update glossaries and translation memories.
- Translate into target language(s).
- Client feedback.
- Typesetting and formatting are part of this process.
- Communication of status will be provided throughout assignment by Project Manager.

### **Proofreading and Editing**

- Translation is completed by translator and sent to secondary, equally qualified proofreader/editor.
- Proofread by subject matter expert.
- Quality control, accuracy, format checks are all performed by proofreader.

### **Systems and Tools**

- Implement a secure FTP server to **ensure protected transmission of files and PHI.**
- SDL Trados Studio software which supports a wide range of languages and dialects, while simultaneously supporting the largest set of filetypes for translations **allowing fast turn-around times.**
- **SDL supports over 70 different file types** including Adobe PDF and InDesign, XML, Java, HTML, Microsoft Word and PowerPoint.



interpretation



translation



transportation



sign language



### **Security Measures**

- SFTP/ FTP sites used for transmission of files will be restricted solely to Your organization IP addresses to ensure tighter security.
- Encryption of main ERP system where IU client data- including PHI- will be stored.
- Code review in place to assess security considerations prior to deploying new code into internal systems.
- Annual independent code audits and penetration testing.
- Software specifically designed to prevent SQL injections and XSS intrusions.
- Multiple redundant firewalls in place to detect and prevent various types of remote intrusion.

### **Project Delivery & Completion**

- Assignment is now completed and sent via email or preferred delivery method by Project Manager.
- Client feedback.
- Invoice sent to client.

### **Quality Control Plan**

- All steps above will be overseen and checked by S. Sayed.
- All information stored on secure electronic storage, protected by VPN and redundant firewalls.

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interpretation



translation



transportation

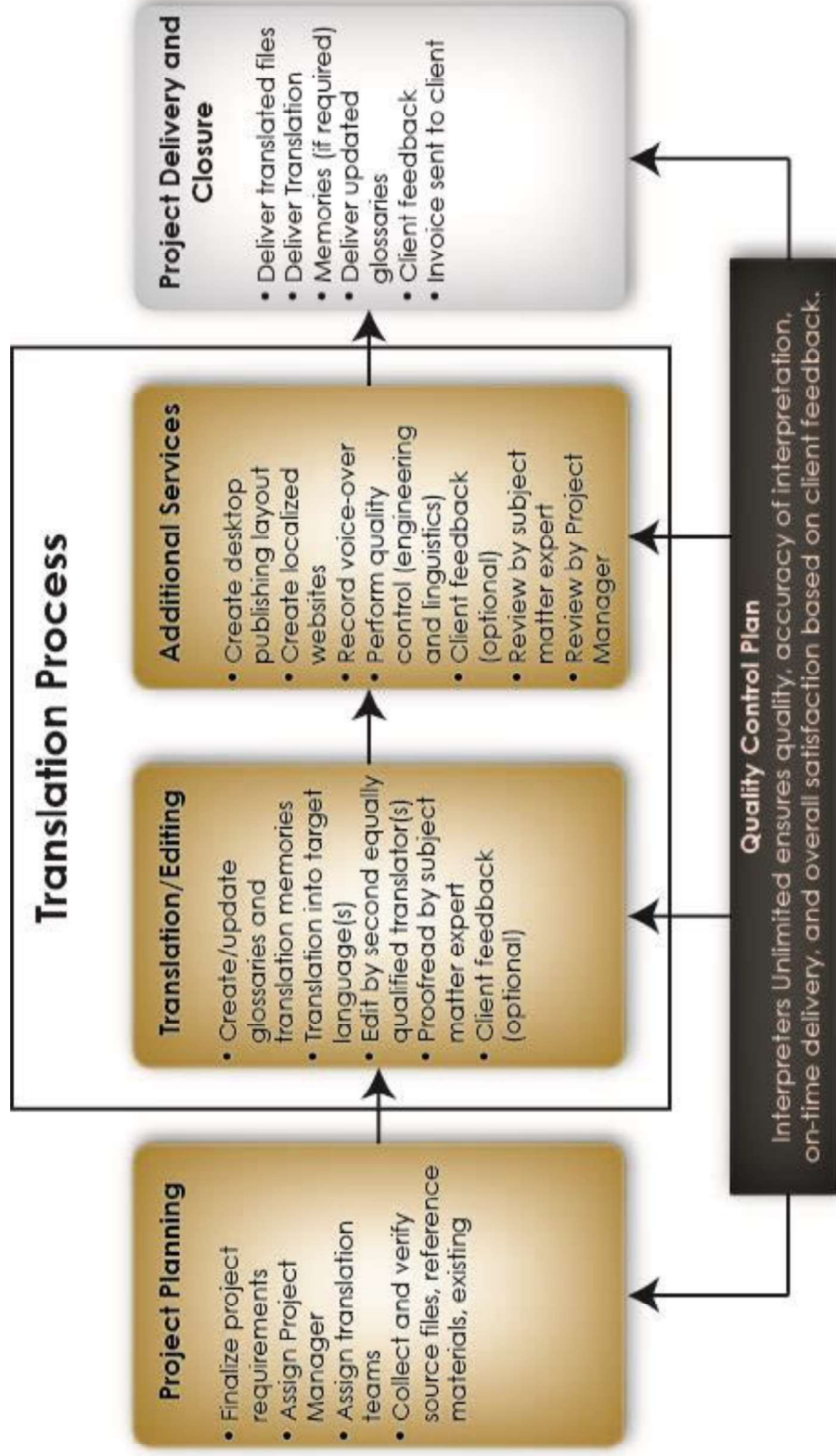


sign language



## Translation Workflow Chart

The flowchart below illustrates the processes involved in our translation management:





## ***Translator: 3-Step Assessment Program***

In addition to agreeing to **IU Translation Principles**, each translator has to complete our in-house *3-Step Assessment Program* (at a minimum) as described below. Our translators must have a level of proficiency in all languages they intend on offering services in including English. Our assessment program verifies this competency level we require.

### **Step 1: Technical Qualification Survey**

### **Step 2: Exam and Interview**

### **Step 3: Translator Agreement**

#### **Step 1: Technical Qualification Survey**

All applicants complete an Employee Profile sheet (including background check if applicable). They are then required to complete a Technical Qualification Survey.

Translators requesting legal/court hearing or medical assignments are required to complete an additional Qualification Survey. This survey tests terminology and concept knowledge of legal or medical terms, procedures, case law, mediation terms, court hearing dialogue, procedures, diagnosis, medical, and other appropriate legal or medical terminology. Translators are asked to translate a list of legal or medical terms to verify knowledge of dialect and cultural competency which both can affect the meaning of a translation.

The results of this survey are reviewed by our management team including senior language experts before the candidate is asked to move to the next step.

#### **Step 2: Exam and Interview**

Step 2 requires a senior member of our staff or interpreter to conduct an exam and interview to verify proficiency and competency. The exam takes the form of an assignment to be completed in the translator's usual working environment over a four day period, using the dictionaries, reference materials and equipment that the translator would normally use. Candidates are required to translate an exam text of approximately 1000 words. (We have included here abbreviated Spanish <> English examples of the kinds of legal or medical texts a translator may be assigned). The candidate is required to sign a declaration that the translation and commentary submitted are his/her own work. The candidate may use translation memory that they have built up for themselves, but not one which has been contributed to by anyone else. Candidates are required to translate the text to a professional standard of accuracy, and should view the exam as a professional commission from Interpreters Unlimited. The translation is marked by 2



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examiners who are experienced in the language combination and subject of the candidate's exam. The examiners mark the text under the following criteria:

- |                                |                          |
|--------------------------------|--------------------------|
| ➤ Accurate transfer of content | ➤ Consistency            |
| ➤ Omissions/additions          | ➤ Grammar                |
| ➤ Appropriate terminology      | ➤ Syntax                 |
| ➤ Appropriate register         | ➤ Tense Usage            |
| ➤ Collocation                  | ➤ Spelling & Punctuation |
| ➤ Tautology                    | ➤ Layout & Presentation  |

After verifying the candidate would be a good fit for our company based on their technical knowledge, proficiency, experience, certifications, and professionalism, she or he will move to step three, which includes being trained on IU processes, expectations and industry standards.

### Step 3: Translator Agreement

Our final step is for an agreement to be made whereby the interpreter agrees to uphold the standards set forth by IU as well as comply with our policies and ethics such as adhering to HIPAA standards.

The translator is then added to our language expert proprietary repository. Our robust web-based management system, namely IU MATCH CONNECT 3.0, which includes details of each translator *i.e.* skill set, certifications, experience, etc. ensures our project director is able to assign a translator that matches a given translation assignment.

### Additional IU Guidelines

Outlined below are the guidelines all IU translators are required to follow for all assignments. These guidelines outline our expectations as well as our philosophy on working with our clients. IU values expertise & experience in the field, professionalism, and accountability. All IU contractors and employees understand this and gladly embrace these values as well.

### Technical Expectations

- |  |   |
|--|---|
| ➤ Understand your role is to facilitate understanding in communication between people who are speaking different languages | ➤ Be impartial, objective, and unbiased                               |
| ➤ Be accurate at translating   | ➤ Do not leave anything out or add anything                           |
| ➤ Know your vocabulary terms   | ➤ Translate everything, even if it does not related to the main topic |
| ➤ Strictly follow translation protocol   | ➤ Do not give your opinion, even when directly asked                  |



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translation



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## *Translator Code of Ethics*

Described below are the principles IU requires translators to understand and agree upon before becoming eligible for an IU Translation Certification:

### **Ethics/Objectivity**

- Respect the privacy, confidentiality, and sensitivity of information in a translation
- Be completely objective when completing a translation
- Report any potential conflict of interest that could affect the fairness and accuracy of a translation
- Never give advice to any party; focus only on the translation document(s)
- Do not insert any extraneous material that may show bias toward any one party

### **Respect**

- Treat all participants equally regardless of gender, race, ethnicity, nationality, age, color, sexual orientation, religion, political affiliation, socioeconomic status, or health beliefs
- Remember that you are solely responsible for translating, and are not to give any advice, opinion, insight, or consultation

### **Professionalism**

- Do not get personally involved in a translation and remain objective throughout
- Set clear expectations of your role as a translator
- Never agree to a translation you do not feel comfortable or qualified to perform
- Never accept bribes, gratuity, or favors from any participants

### **Accuracy**

- Translate the meaning of the document by making careful choices about sentence structure and word order
- Explain any sayings that may be specific to the cultural background of the participant and may need clarification; explain to all parties when there is no direct translation of any verbiage
- Remember to always translate with the same tone and attitude of a document even if rude or obscene
- Mimic the formality or casual tone of the document

### **Cultural Awareness**

- Recognize when the biases of any participants is affecting a translation
- Notify participants if personal values or cultural practices are becoming a conflict
- Avoid showing any personal reactions or feelings that may jeopardize the accuracy of a translation



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## *Provision of Quality Assurance*

### **Translation Quality**

We use only certified translators carefully selected to match the subject matter and content of your project. **Upon request, we will provide your organization with a Certificate of Attestation which certifies, under a notary seal, the accuracy of our translations.**

### **100% Translation Quality Guarantee**

Further, we provide a 100% accuracy guarantee for all of our translations. We stand by all of the translations performed by our translators. If you are not completely satisfied with a completed translation, we will fix it, free of charge, until it meets your full satisfaction. If there are any issues or questions with one of our translations, we will work with you until you are completely satisfied with the quality and accuracy of your translations.

### **Interpreters Unlimited, Inc.'s Quality Assurance Program**

Interpreters Unlimited's Quality Assurance Program for translation projects consists of a three-step translation process ("TEP": Translation – Edition – Proofreading/content management) and a final quality assessment ("QA") performed by the project manager. Each of the three steps in the TEP process is completed by a different certified translator team with native speakers of the target language.

Our first step for large projects is generally the development of a comprehensive glossary of terms specific to the client's project. This process is overseen by a terminology/content manager whose sole function is to receive, interpret, convert and implement terms via a dynamic glossary that is distributed and integrated across our teams of linguists. We combine tools and processes to ensure that the correct terms are implemented at all times, fusing accuracy with time-efficiency. This process provides consistency, while allowing each linguist to submit adaptations and modifications where he/she deems appropriate.

For technical content and other translations that require a strong knowledge of industry-specific information, we rely on subject-matter experts to ensure the correct usage of industry terminology. These professional resources have access to translation glossaries, authoritative and up-to-date dictionaries and industry-specific terminology tools. We believe strongly in the necessity to employ industry-expert translators as each industry relies on specific terminology and nomenclature that is ever-changing and critical to conducting its everyday activities.

We are constantly monitoring the performance of our resources. Translators' performances are evaluated after each project and rated in our internal system.

**Because our translations go through a triple verification process, *Interpreters Unlimited* is able to certify the accuracy of our work.**



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## Interpreter Qualifications

IU Group's Department of Human Resources is responsible for recruiting and contracting with qualified interpreters and translators. This step is crucial to ensure the quality of our interpretation and translation services. The HR Department has established the requirements necessary for qualification. Thus, IU Group, at a minimum, will provide interpreters with the following qualifications for the proposed contract:

- Completion of IU Group's 5 Step Process for Qualifying Interpreters.
- Minimum 8 years of experience interpreting.
- Mental Health Interpreter Training (2-3 times per year).
- 4-year college degree or equivalent experience.
- Criminal background cleared.

All IU Group interpreters have engaged in formal training for language conversion. Most have, at minimum, received college level or vocational education in interpretation. This includes theory and practice in education, legal, medical, and administrative interpretation. **Interpreters certified with the Registry of Interpreters for the Deaf (RID), Certification Commission for Healthcare Interpreters (CCHI) or other state and national certification bodies represent the greater percentage of our independently contracted professionals.**

All interpreters are equipped with the technical knowledge and ability to interpret effectively, accurately, and impartially, both receptively and expressively, using specialized vocabulary (and signage) in both English and the target language. This expertise means that every encounter will have the following characteristics:

- **Consistency of style** of both parties is matched, concisely and with precision.
- **Objective and culturally sensitive** transfer of information.
- **Professional rapport and continuity** established by using same linguist for long term assignments.

IU Group firmly believes that quality language service doesn't begin merely with training, but rather with stringent recruiting and proficiency qualifications. In order to provide the highest level of service, IU Group has developed the elaborate qualification process described below:

### ***IU Group's 5 Step Process for Recruiting Quality Interpreters***

- 1) Quality Recruiting
- 2) Technical Qualification Survey and Questionnaire
- 3) Initial Interview & Exams
- 4) Training
- 5) Certificate of Completion



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translation



transportation

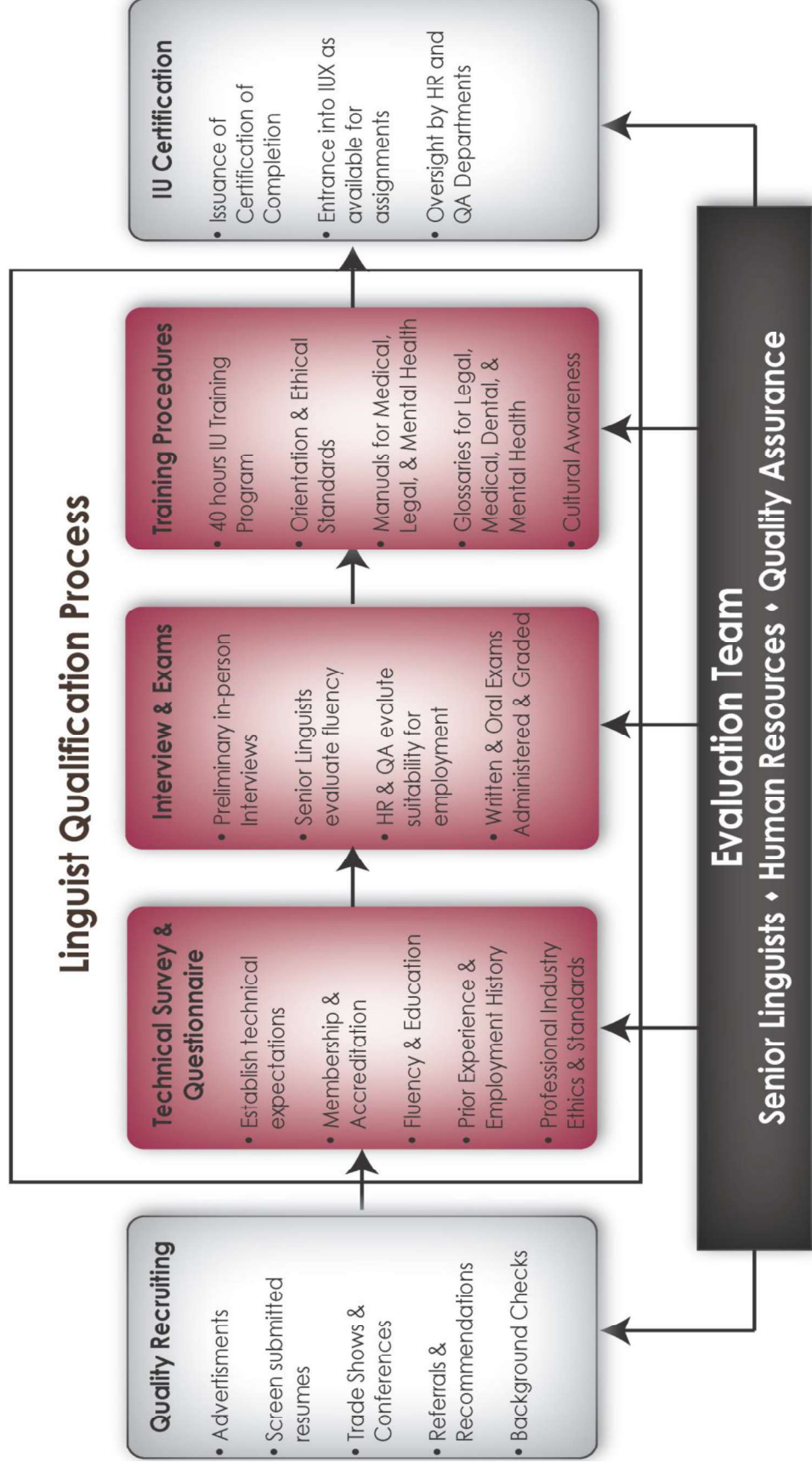


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## Linguist Qualification Work Flow





### Step One: Quality Recruiting

The Department of Human Resources is responsible for recruiting qualified interpreters and translators. This step is crucial to ensure the quality of our interpretation and translation services, and looks to multiple approved sources for hiring. IU Group's recruiting methodology may include, but is not limited to, the following sources:

- ➔ Posting on industry related association sites such as ATA, CHIA, etc.
- ➔ Advertise in ethnicity language newspaper
- ➔ Contact existing interpreters & translators for referrals
- ➔ Preliminary screening of independently submitted resumes from linguists
- ➔ Web-based translation/localization providers' databases
- ➔ Vendors soliciting their services through Contextual Communications websites, or via e-mail
- ➔ Specialized publications
- ➔ Universities
- ➔ Trade shows/Conferences
- ➔ Customer Referrals
- ➔ Recommendation from other translation and localization companies

### Background Checks

All current and prospective interpreters are subject to a complete credit and criminal background check. This screening is executed in full compliance with the Fair Credit Reporting Act and is performed on an annual basis. ***IU Group is committed to employing top quality workers and does not contract with persons subjected to current or past convictions of child neglect, child abuse, drug, weapons, or violent offenses. IU Group is committed to employing top quality workers and maintains a zero tolerance policy for unlawful behavior or misconduct.***

Upon hiring a new independent contractor or employee, Human Resources must be notified using the New Contractor/Employee Notification Form (on the HR website) when a department/employing unit has made a decision to hire an employee or contract a new interpreter, so that a criminal background check can be completed prior to the begin date of contract. The Human Resources Office will provide the potential contractor/employee with written notification of the background check requirement and have them complete the appropriate consent form. The Human Resources Office will use this information to determine the scope of the background check. The employing department will be notified by Human Resources when the background check has been completed.

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## **Step Two: Technical Qualifications Survey and Questionnaire**

### **Technical Expectations**

We accept only highly specialized, professional language vendors (interpreters, translators, editors, proofreaders) who can meet our stringent quality standards. The following criteria are fundamental:

- Native-level mastery of both, source and target languages (English and the foreign language)
- An extensive vocabulary ranging from formal language to colloquialism and slang
- Extensive industry-specific terminology including medical and legal, etc.
- Understanding of the role interpreter (conduit, not a problem solver)
- Adherence to professional industry ethic/standards
- Membership in and/or accreditation by a professional association:
  - **ATA** (American Translators Association)
  - **AIIC** (*Association Internationale des Interprètes de Conférence*)
  - **NAJIT** (National Association of Judiciary Interpreters and Translators)
  - **CHIA** (California Healthcare Interpreting Association)
- Prior experience in applicable industries or market sectors

### **Technical Survey and Questionnaire**

All prospective interpreters are required to fill out IU's Technical Qualifications Survey and Questionnaire. The document requests additional information beyond the scope of the interpreters' respective resumes and serves as a method of obtaining comprehensive documentation of their interpretation experience. Excerpts from this document have been provided below:

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## Introduction



We ask you to fill out this form as completely as possible. We use this information to maintain our quality standards, to evaluate new interpreters, and to help us determine the correct level of assignment for interpreters. If you wish to supply different or additional information at any point, please use additional paper or space. Not all questions will apply – if they don't please just mark them "n/a" or strike them. **Please attach any other information you feel may help us understand and appreciate your capabilities.**

*Important note: we believe strongly in the importance of privacy. We will never trade or sell any information you give us. We will use information supplied only for internal purposes. You will note that we do not ask any questions about your standard compensation. If you are a new interpreter and have a fee schedule or a standard compensation rate, please attach or send that separately.*

### ❖ Language Information: English ❖

Name/Dialect	English
Degree of fluency (1 – 10; 10 = fluent)	
Manner of Acquisition (growing up in the country, speaking it at home in a different country; through adult acquisition, etc.)	
Is this a native language for you?	

### ❖ Language Information: Primary, Secondary, Tertiary Languages ❖

Name/Dialect	
Degree of fluency (1 – 10; 10 = fluent)	
Manner of Acquisition (growing up in the country, speaking it at home in a different country; through adult acquisition, etc.)	
Countries where language/dialect spoken	
Are you stronger in this language or in English?	
Last time in country of language	
Number of visits to that country	
How do you maintain fluency?	
Interpret simultaneously in this language?	
Certified/registered interpreter in this language?	
Certified by whom? (e.g. ATA, SCATIA, RID, CHIA, CCIA, etc.)	
Certification level (Fed, Admin, Medical, Registered)	
Certification number	
Certification expiration	

❖ IF CERTIFIED PLEASE ATTACH/SEND PHOTOCOPY OF DOCUMENTATION ❖



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❖ Educational Background: Non-Interpreting ❖	
Country of secondary education (high school)	
Years of secondary education	
Years of college/university	
<b>First degree</b> attained	
First degree subjects	
First degree college attended and country	
<b>Second degree</b> attained, if any	
Second degree subject	
Second degree college and country	
Professional education	
Other educational training/accomplishments/background	
❖ Educational Background: Interpreting ❖	
1: Course name	
2: Time and Place	
3: Course length	
4: Course name	
1: Course name Time and Place	
2: Time and Place	
3: Course length	
4: Course name	
Professional organizations	
Have you received any training in cultural competence? If so, when and where.	
❖ Relevant Experience ❖	
Please use this section to mention any other interpreting experience you have – e.g. charitable, family, educational, etc.	
❖ Restrictions ❖	
Geographical area in which you work	
Times when you cannot work	
Kinds of appointments you do not feel comfortable doing	



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### **Step 3: Initial Interview & Exams**

The Director of Human Resources and the Quality Assurance Department are responsible for conducting preliminary in-person interviews. After this initial screening process, the interpreter is required to complete a written test for proficiency and undergo a verbal exam with one of IU's language specialists (in the case of American Sign Language, the interpreter takes a specialized proficiency exam). Selected candidates enter into an Interpreter Agreement with IU Group and begin the IU training program.

### **Step 4: Training Procedures**

In addition to our stringent screening and qualification processes, IU Group has an extensive training program to ensure that all newly-hired interpreters are aptly prepared before taking on interpretation assignments. This 40 hour training program is a mandatory requirement that all interpreters must complete before becoming eligible for interpretation assignments.

#### **1) Interpreter Manuals**

IU Group has four manuals provided to interpreters upon contracting. These manuals, as described below, illustrate the procedural steps and code of conduct to be followed on **every** assignment. These manuals, along with topics covered, are:

- [IU Group's New Interpreter Orientation Guide](#)
- [IU Group's Standards for Healthcare Interpreters Manual](#)
- [IU Group's Mental Health Interpreting Manual](#)
- [IU Group's Interpreters Standards of Practice Manual](#)

#### **2) Terminology Glossaries**

Medical and legal interpreters and translators are required to complete additional training to ensure a thorough understanding of agency-specific terminology and requirements. Interpreters Unlimited has developed a collection of training manuals for this specific purpose. Our Terminology Glossary series covers the following fields:

- Dental
- Medical
- Legal
- Mental Health

IU provides appropriate glossaries to interpreters and translators in the languages in which we have them available. In addition to our Glossary Series, if an agency has specific terminologies or material that would aid the linguist, this information can be included in the training, as well.







### 3) Cultural Awareness Program

The National Standards for Culturally & Linguistically Appropriate Services in Health Care articulates its goal as an ability to “understand and respond effectively to the cultural and linguistic needs brought by the patient to the health care encounter.” Undergoing this training encourages interpreters to:

- Respond to demographic changes
- Eliminate disparities in the health status of people of diverse racial ethnic & cultural background
- Improve the quality of services & outcomes
- Meet legislative, regulatory, & accreditation mandates

IU Group trains all new employees and interpreters on cultural competency in accordance with these principles. The details of IU’s Cultural Awareness Program are as follows:

#### Objectives

- To learn about culturally and linguistically appropriate services
- To identify cultural issues impacting the mental health care encounter
- To promote the business case for qualified interpreters services
- To identify methods that respond to **CLAS** (Culturally and Linguistically Appropriate Services) standards as articulated by the United States Office of Minority Health
- To identify additional resources for future learning
- To identify modes of interpretation
- To list principles of the Interpreting Code of Ethics
- To recognize core interpreting skills
- To identify additional resources for future learning

#### Cultural Awareness Training Promotes:

- Awareness of one’s own assumption and values system in addition to those of the U.S. medical system;
- Understanding of and respect for patients values beliefs and expectations;
- One’s ability to adapt care to be congruent with the patient expectations and preferences.

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#### 4) Interpreter Code of Ethics

In addition to adhering to the code of professional conduct set forth by the Registry of the Deaf (RID), described below are the principles IU Group requires interpreters to understand and agree upon before becoming eligible for assignments:

##### Ethics

- Respect the privacy, confidentiality, and sensitivity of information that may arise during an interpretation
- Remind client to not say anything that they do not want to be interpreted

##### Objectivity

- Be completely objective when performing an interpretation
- Report any potential conflict of interest that could affect the fairness and accuracy of an interpretation
- Never offer advice to any parties; focus only on interpreting what is being said
- Do not do any verbal or non-verbal body language that may affect the interpretation and/or show bias toward any one party

##### Respect

- Treat all participants equally regardless of gender, race, ethnicity, nationality, age, color, sexual orientation, religion, political affiliation, socioeconomic status

##### Professionalism

- Dress professionally
- Respect the boundaries between you and any other participants in the interpretation session; do not get personally involved and remain objective throughout
- Set clear expectations of your role as an interpreter; being clear that you are there only to interpret and will not be involved in making any decisions on behalf of either parties
- Never agree to an interpretation you do not feel comfortable or qualified to perform

##### Accuracy

- Include verbal and non-verbal cues and tone when performing an interpretation
- Explain any non-verbal gestures that may be specific to the cultural background of the client
- Remember to always interpret with the same tone and attitude of a client even if rude or obscene
- If you have made a mistake in interpretation, correct it immediately
- Explain to all parties when there is no direct interpretation of any signage

##### Cultural Awareness

- Recognize when the biases of any participants is affecting the communication between parties
- Notify participants if personal values or cultural practices are becoming a conflict



**Step Five: Certificate of Completion**

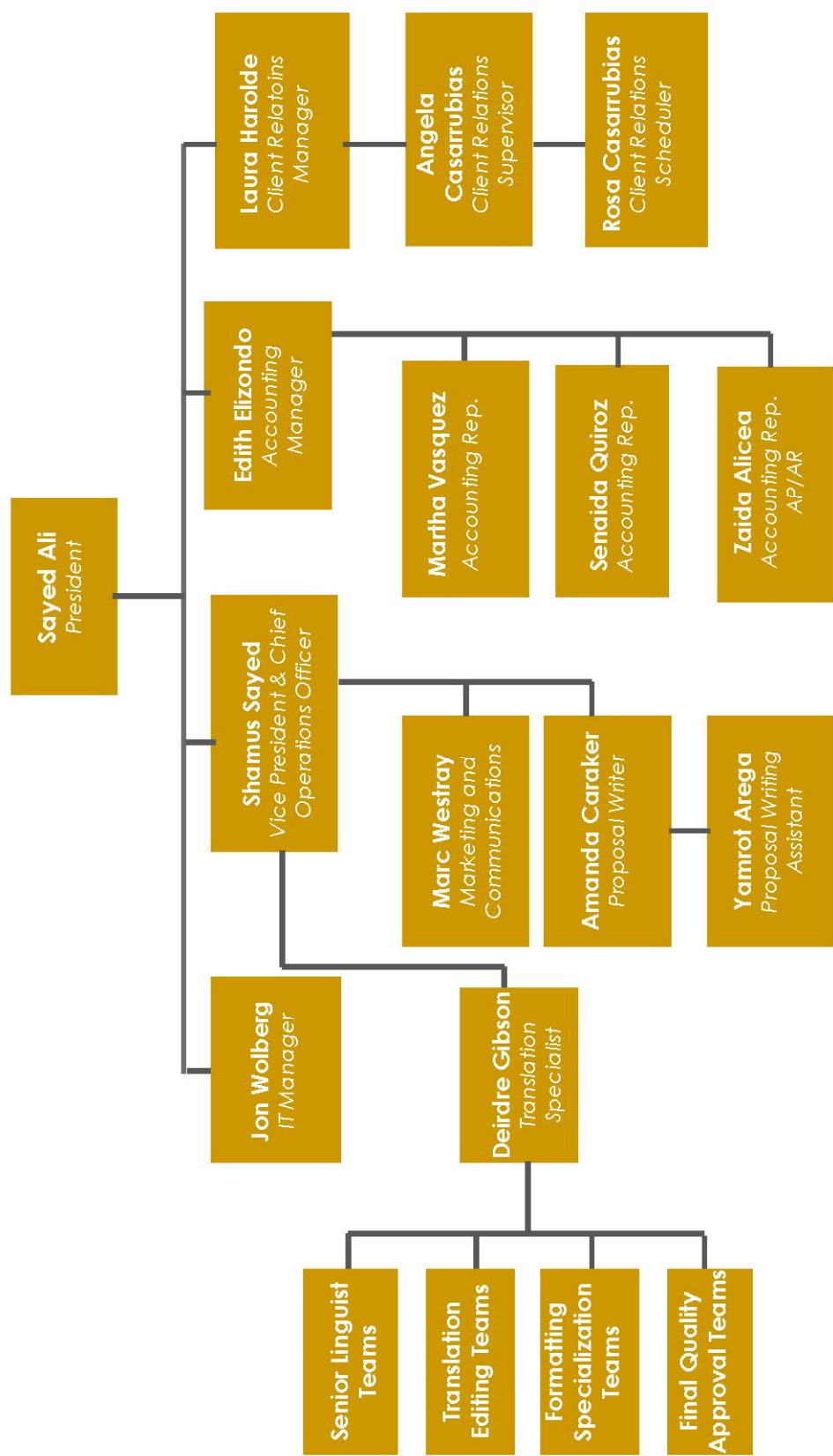
Only upon completion of the certification and training processes describe above are interpreters made eligible for assignments and issued the following Certificate of Completion:



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# Organizational Chart





## Professional Qualifications

### *Company Personnel and Staffing Plan*

All the staff noted are CURRENT FULL-TIME EMPLOYEES.\*

Name	Position
Sayed Ali	President, Owner
Shamus Sayed	Vice-President, Chief Operations Officer Project Manager
Deirdre Gibson	Translation Specialist
Laura Harolde	Director of Client Relations
Angela Casarrubias	Client Relations Supervisor
Edith Elizondo	Controller, Accounting Manager
Rosa Casarrubias	Client Relations Advocate, Scheduler

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## Sayed Ali, President

Mr. Ali is an innovative thinker and entrepreneur with a broad-based expertise in operations, finance and business development. He has a proven ability to quickly analyze key business drivers and develop strategies to grow the bottom line. With high integrity and energetic leadership, he is known for his ability to envision and create successful outcomes in complex situations. Mr. Ali combines industry and functional expertise with tenacious commitment to driving sales, profit and market share growth. Mr. Ali has started two other companies from ground zero and was able to manage and strategize the growth of each, culminating into a \$185M business with 3,000 employees.

### *Primary Responsibilities*

- Develop a strategic plan to advance the company's mission and objectives and to promote revenue, profitability and growth as an organization.
- Oversee company operations to insure production efficiency, quality, service, and cost-effective management of resources.
- Plan, develop and implement strategies for generating resources and/or revenues for the company.
- Identify acquisition and merger opportunities and direct implementation activities.
- Approve company operation procedures, policies, and standards.
- Review activity reports and financial statements to determine progress and status in attaining objectives and revise those objectives and plans in accordance with current conditions.
- Evaluate performance of executives for compliance with established policies and objectives of the company and contributions in attaining objectives.
- Promote the company through written articles and personal appearances at conferences and on various media.
- Represent the company to local, regional, national, and international constituencies.
- Promote the company at legislative sessions, committee meetings, and at formal functions.
- Build a fundraising network using personal contacts, direct mail, special events, and foundation support.
- Direct company planning and policy-making committees.
- Oversee foreign operations to include evaluating operational and financial performance.

### *Core Competencies*

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| ▪ Raising Capital-Public/Private Debt | ▪ Starting New Companies              |
| ▪ Positioning Companies               | ▪ Managing Budgets & P/L              |
| ▪ Negotiating & Closing Deals         | ▪ Building Share Holder Value         |
| ▪ Leading Change                      | ▪ Creating & Wining Business Plans    |
| ▪ Growing Revenue & Profit            | ▪ Shareholder Relations               |
| ▪ Leading & Developed Teams           | ▪ Merger/Acquisitions                 |
| ▪ Developing New Businesses           | ▪ Strategy, Mission & Vision Planning |



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## Shamus Sayed, Chief Operations Officer

Mr. Sayed is a proven sales professional with expertise in managing sales, developing revenue-maximizing strategies and developing client relationships. He is skilled in negotiating, problem solving, and closing with a strong technical background. Mr. Sayed also bring a diverse experience with small and large biotechnology corporations, hospitals, academic and industrial institutions. **As Project Manager, Mr. Sayed will be available for both day to day oversight of project and implementation schedule, and also will support emergency after-hours requests and concerns with the Santa Clara Housing Authority departments.**

### Primary Responsibilities & Job Description

- Oversee the hiring and development of a global sales organization, appropriate for the company's maturity/size.
- Be a role model for the company culture.
- Establish compensation, training, and sales incentive programs.
- Drive the development of national, and, if appropriate, international sales strategies.
- Develop, establish, and direct channel and distribution strategies and programs.
- Maintain key customer relationships an develop and implement strategies for expanding the company's customer base.
- Develop and execute lead programs.
- Manage overall sales process, set appropriate metrics for sales funnel management.
- Develop pricing policies, including volume discounts and terms and conditions, for high-profile customers and channel partners.

### Professional Experience

#### Interpreters Unlimited

January 2007- Present

*Language service provider offering document translation, in-person and telephone interpretation since 1970.*

#### *Chief Operations Officer*

Provide language solutions via interpretation and translation. Services include document translation, in-person and telephone interpretation. Oversee global sales groups and offices. Contract officer for contracts \$750K or greater.

- Tripled sales in 5 years
- Expanded to half dozen offices globally

#### Fisher Scientific International

October 2003-December 2006

*Biotechnology company that manufactures and distributes equipment, supplies, chemicals and biological reagents.*

#### *Senior Sales Manager*

Sold products including capital equipment, new technologies (quantitative PCR, high throughput screening, microarray), consumables, biological kits and reagents to academic research labs. Responsible for nearly \$8M in revenue. Jointly oversaw sales for University of California, Los Angeles and currently selling to University of California, Irvine.



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## Deirdre Gibson, Translation Specialist

### *Professional Experience*

#### **Arkansas Spanish Interpreters and Translators (Interpreters Unlimited)**

*July 2007 - Present*

*Operations Manager, Translation Specialist*

- The management of multiple translation projects in a fast-paced environment
- Monitoring and controlling projects status
- Negotiating with vendors
- Managing project finances, including budgeting
- Establishing and maintaining excellent relationships with contract translators and proofreaders globally
- Compliance with relevant and applicable procedures
- Review the jobs assigned and assess the needs for additional information, e.g. compilation of glossaries, previously translated similar documents, list of acronyms, technical terminology and translation memories.
- Manage translation teams and linguist assets to ensure compliance with the company's productions workflow, and that quality and turn-around standards are met.

#### **1<sup>st</sup> Metropolitan Mortgage**

*Office Manager/Processor*

*August 2005 – April 2007*

- Handle all incoming calls, scheduling for loan officers, coordination of advertising and marketing.
- Conduct business within guidelines of 1<sup>st</sup> Metropolitan Mortgage Co. policies and procedures as well as follow Federal and State Regulations.
- Maintaining and build relationships with various vendors.
- Payroll Assisting and Human Resources duties for local branch.

#### **Diversified Consulting**

*Coordinator*

*2000 – 2003*

- Handle all incoming calls, scheduling for staff members.
- Handle accounts receivable.
- Involved in community activities for increase sales and presence in the mortgage industry.

#### **Excelsior Hotel (Now Peabody Hotel)**

*1998 – 1999*

*Personnel Assistant*

- Responsible for setting up new hire packets
- Handled all incoming calls for personnel departments
- Assisted with payroll, daily audit, and other human resources duties.
- Managed database for time logs and met weekly deadline for reports.



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## Laura Harolde, Director of Client Relations

Supervise, Guide, and Direct all Staff, Quality Assurance Program, all Client Operations, and Contract Management. Promote Quality Achievement and Performance Improvement throughout the Organization.

### Qualifications

- Experienced manager with 11 years of customer service background.
- Proven track record of accurately completing research, information gathering, and reporting within challenging time constraints.
- Hired, trained, and coached a successful team of 20 employees between CA and MA.
- Computer savvy with knowledge of common computer applications.
- Excellent communication skills including: spoken, written and electronic forms of communication.
- Excels at setting and achieving both immediate and long-term goals.
- Works efficiently and with confidence in high pressure situations.
- Approaches situations openly, thinks creatively and outside the box.
- Empathetic and able to see beyond a single perspective.

### Professional Experience

#### Interpreters Unlimited, Inc.

January 2012 to present

##### *Client Relations Manager*

- Develop, implement, communicate and maintain a quality plan to bring the Company's Quality Systems and Policies into compliance with quality plan.
- Ensuring compliance with interpretation/translation standards and legislation.
- Ensuring procedures are properly understood, carried out and evaluated and that modifications are investigated if necessary.
- Writing management systems report
- Bringing together staff of different disciplines and driving the group to plan, to formulate and agree comprehensive quality procedures
- Manage and maintain the Company's quality monitoring system
- Formulate and manage the development and implementations of goals objectives, policies, procedures and systems pertaining to the Q.A. Plan
- Setting Q.A. compliance objectives and ensuring that targets are achieved
- Defining quality procedures in conjunction with operating staff
- Setting up and maintaining controls and documentation procedures
- Liaising with customers' auditors and ensuring the execution of corrective action and compliance with customers' specifications
- Established standards of service for customers or clients
- Preparing clear explanatory documents such as customers' characters
- Collating and analyzing performance data and charts against defined



interpretation



translation



transportation



sign language



## Angela Casarrubias, Client Relations Supervisor

Supervise, Guide, and Direct Human Resources Department. Oversee all employee related and independent contractor related documentation and compliance requirements. Oversee all client requests as well as ensuring all referrals are filled by schedulers.

### *Primary Responsibilities*

- Responsible for implementing HR Policy/Procedures/Guidelines
- Recruit/Evaluate/Testing Interpreters
- Ensure interpreters are certified and maintain certification records
- Pro-Active in Recruiting /Maintaining qualified interpreters base
- Implement employee and interpreter retention
- Conduct new interpreter orientation process
- Oversee training of new interpreters and ongoing training process
- Maintain interpreter qualification matrix
- Maintain a list of qualified interpreters
- Responsible for first assignment evaluation
- Interpreter and administrative staff evaluation
- Conducting backgrounds checks

### *Skills & Credentials*

- Development of call center capacity requirements via needs assessment studies and time standards
- Monitoring strategies for call center operations to ascertain cost-effective operations
- Development of financial analysis to help develop strategic objectives
- Knowledge of property management operations, inspecting of properties HUD standards, maintaining required documentation and supervision of maintenance and repair activities
- Working knowledge of Microsoft software
- Fluent in English and Spanish
- Complaint and conflict resolution skills
- Knowledgeable of OSHA requirements

### *Professional Experience*

#### **Interpreters Unlimited, Inc.**

November 2012-Current

#### *Client Relations Supervisor*

- Answer high volume of calls, schedule appointments, provide details and directions to interpreters.
- Coordinate appointment for interpreters, and dispatch interpreters to site.
- Help train new employees.
- Communication via email correspondence
- Conducted one-on-one Spanish interpretations



interpretation



translation



transportation



sign language

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## Edith Elizondo, Controller and Accounting Manager

Runs the accounting operations of the company, includes periodic financial reports, maintenance of an adequate system of accounting records and comprehensive set of contracts and budget.

### *Primary Responsibilities*

- Maintain a documented system of accounting policies and procedures
- Oversee the operations of Accounting Department
- Accountable to generate financial statements
- Ensure financial reporting comply with Generally Accepted Accounting Principles (GAAP)
- Oversee Account Payables/Account Receivables/Payroll
- Ensure bank reconciliations are completed
- Maintain a system of controls over accounting preservations
- Coordinate the provision of information to external auditors
- Comply with local, state, and federal government reporting and tax filing

### *Skills and Qualifications:*

- Microsoft, CHMS 200
- 50 wpm
- Customer Service
- Bilingual – English/Spanish
- 10 key
- Dependable
- Multi-tasking
- Excellent Communication

### *Professional Experience:*

#### **Interpreters Unlimited, Inc.**

March 2014 – Present

##### *Accounting Manager*

- Oversee the accounting Dept.
- AP & AR (QuickBooks)
- Billing (IUX)
- Adjustments
- Check run
- Payroll

#### **Interpreters Unlimited, Inc.**

April 2005 – February 2014

##### *Accounting Administrator*

- Customer Service
- AP & AR
- Billing (IUX)
- Adjustments/check run
- Payroll
- Entering and filing Purchase Orders (PO)
- Responding to objection letters
- Maintaining separate records for Rainham Finance operating expenses and leasehold cost (QuickBooks/Excel)
- IU collections
- Processing cash receipts

#### **Interpreters Unlimited, Inc.**

December 1999 – April 2005

##### *Administrator/Assistant Manager*





## Rosa Casarrubias, Client Relations Advocate/ Scheduler

### **Objective:**

- To obtain a Customer Service Representative position with a company where I can grow professionally and personally.

### **Skills & Abilities:**

- Communication skills with public, fellow employees, supervisors, and customers.
- Self-motivated and dedication to the job.
- Flexibility & Punctuality
- Bilingual: English and Spanish

### **Work Experience:**

**Interpreters Unlimited, Inc.**

San Diego, CA

February 2015-Current

*Client Relations Advocate/Scheduler*

- Coordinator of Linguist and Clients to fulfill needs.
- In charge of interpreter records and filing for two of the biggest clients of the company which are San Diego County and our sister company Arkansas Spanish Interpreters & Translators (ASIT).
- Compliance with California and State Laws including HIPAA.
- Specializes in Healthcare related clientele. Able to determine which linguist to assign depending on the type of medical request.
- Monitors client intake information using two different Enterprise Recourse Planning (ERP) System.
- Great relationships with requesters to make sure everything runs smoothly.
- Experience in training new schedulers and client relations advocates.

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interpretation



translation



transportation



sign language



## Contract Administration

As an established service provider in the language industry, Interpreters Unlimited understands that contracts, made up of a variety of smaller projects, are necessarily a complex and evolving set of processes. We therefore work to manage these multiple endeavors by simultaneously engaging in the traditional positivist project management activities of **Planning, Organizing, Implementing, and Monitoring** while recognizing that we must also make use of constructivist methodologies that promote **team and organizational knowledge, client input, and management availability**. Thus, at Interpreters Unlimited, our project management approach is a dynamic combination of traditional and modern methodologies; this flexibility allows us to evolve with each project and deliver with continued success.

One of the ways we successfully manage projects is through **our proprietary software system, IU MATCH CONNECT**, which tracks, reports, and manages all aspects of contract administration. Cataloguing, reporting, and analyzing via a technological information system gives us base data with which we may address such issues as cost performativity and efficiency. However, **our unique and multilayered Quality Assurance Plan** is a very important aspect of our approach to Project Management, as well. It not only affirms our commitment to providing outstanding services every time, it operates on the dynamism of a shared contractor-client ecosystem of experiential knowledge. This allows us to take into account the client's *changing and multiple experiences*, and incorporate that knowledge back into our team's implementation of contract goals.

Below is a snapshot of how we successfully manage our projects:

### Planning

This stage is essentially a layered activity. It is based on both quantitative information—that is, the specifics of volume requirements for the contracts, the languages needed, the numbers of available interpreters in the area—as well as on qualitative knowledge—the experience and tacit understanding our team of recruiters and schedulers have of interpreter availability, local hiring practices, language density, and so forth.

#### Resource Mapping

- ➔ Based on the contract volume and language needs, analyze the personnel in existing talent base
- ➔ If needed, place an ad to hire
- ➔ Review resumes and shortlist those that are most qualified and relevant

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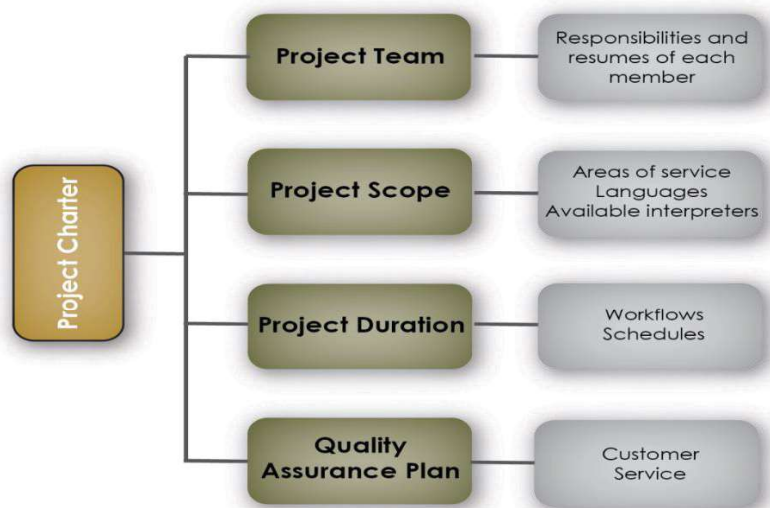
## Organizing

Interpreters Unlimited's organizational processes must account for both the systems practices necessary to populate IU MATCH CONNECT with relevant data, as well as for the more fluid activity of recruitment—one that cannot be contained by discrete and finite tasks, but is rather on-going, complex, and requires team knowledge. Therefore, rather than simply seeing our organizational practices as a machine for information processing (of resumes, of candidates, of training manuals) we emphasize knowledge management—that is, an organic approach that uses the valuable experience of our recruiters and language experts to facilitate and develop our communities of practice: the interpreters themselves.

### Recruitment

- Conduct interviews with short-listed support personnel (schedulers, etc.)
- Conduct interviews with short-listed interpreters
- Attain contracts and certification from interpreters
  - Medical Terminology
  - Cultural Awareness
  - Ethics
- Make employment offers to selected candidates
- Begin training for support staff
- Interpreters will go through a focused training as applicable with regards to:
  - Mental Health
  - Privacy and Confidentiality issues

Create a Project Charter which includes the following:





## Implementing

As the nature of the language service industry encompasses both sides of the dichotomy “operations/projects,” it is necessary in our implementation processes to account for aspects from both the operational on-going and repetitive nature of multiple interpreter appointments, as well as the effects of external variables that affect the projection of activities. That is why we use both our IU MATCH CONNECT software system as well as dedicate individual monitors to implement all contract processes. Thus, we orient our action to meet a goal that is context and environment specific.

### Assignments

- Create IU MATCH CONNECT account for client access.
- Assign schedulers for exclusive client use, who will take phone calls and also monitor the IU MATCH CONNECT accounts to make sure all appointments are appropriately scheduled and filled.
- Continue to develop specialized pool of reliable, excellent interpreters
- Plug in all information to create effective Gantt charts.
- Effectively communicate any changes with the entire team and client.
- Ensure quality assurance.

## Monitoring

Our shared contractor-client ecosystem is monitored with a statistical purpose (to find the patterns in language and location requests) as well as a more narrative and intuitive purpose (to read and hear client and interpreter feedback, and from that to imagine and create new and more effective processes).

- Maintain constant communication with clients by establishing routine meetings or feedback sessions
- Provide any necessary feedback to the translators or interpreters to improve the quality and client experience of a session
- Manage any project issue escalation in a timely manner to ensure a smooth delivery
- Please refer to our unique and extensive Quality Assurance Plan

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interpretation



translation



transportation



sign language

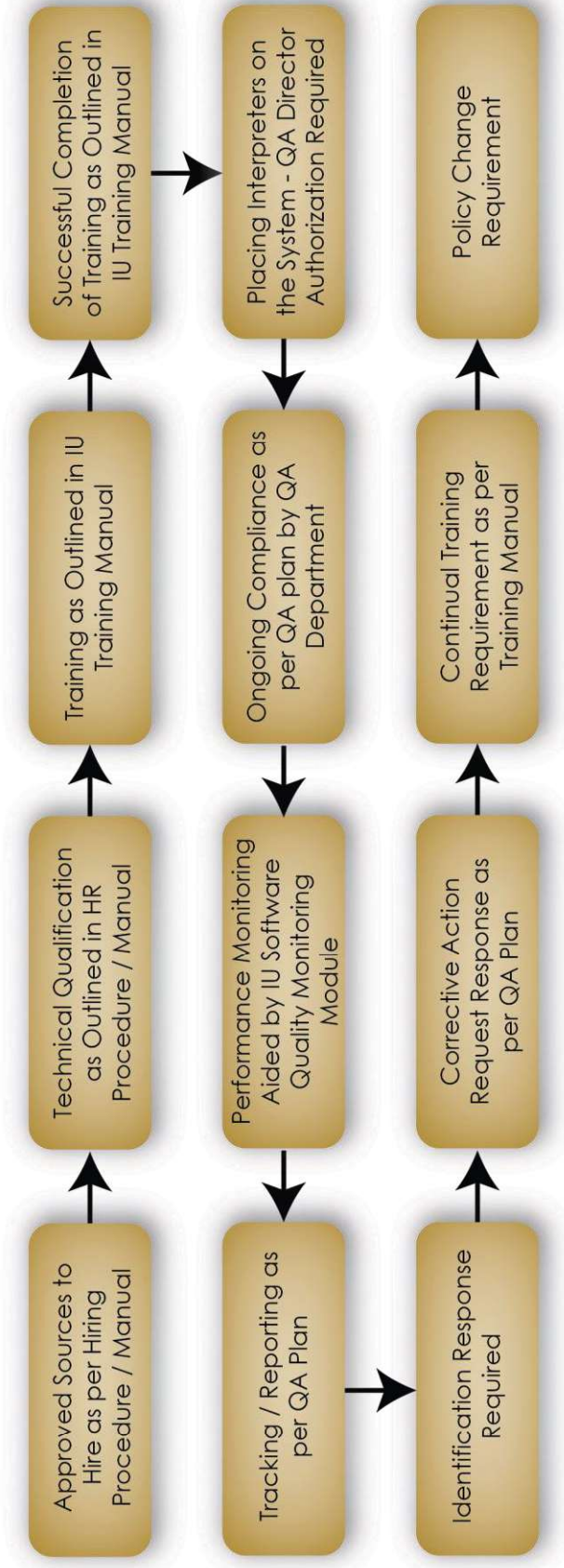




## Quality Assurance Plan

Interpreters Unlimited has an established Quality Assurance (QA) Plan that is modeled after the best practices of the language industries and augmented by additional security measures stipulated in the contractual requirements of our clients. Our plan, described in our written policies, will fulfill the requirements as specified for Santa Monica College (SMC). The Quality Assurance Policies described herein are intended to represent an efficient and economical means of controlling the quality of our services of translation and to meet SMC requirements. In addition, it enables the customer to maintain surveillance over Contractor compliance to ensure performance in accordance with contractual obligations.

Interpreters Unlimited's QA plan illustrated below addresses the requirements by providing our overall plan. Its comprehensiveness will highlight: response, oversight, monitoring, and reporting.







## ***Quality Assurance Department***

The Quality Assurance Department has the responsibility of monitoring interpreter performance and ensuring the consistent delivery of superior interpretation services for our clients. Interpreters Unlimited's proprietary software system, IU Match Connect, offers a multitude of applications to manage performance monitoring and reporting procedures.

### **Performance reports allow Interpreters Unlimited to:**

- Monitor how many appointments were filled in a given location during a defined time frame
- View how specific language usage by location
- Monitor accurate time reporting by interpreter and requestor
- Obtain feedback reports from clients
- Determine quality rating for interpreters

### **Tracking/Reporting**

It is the responsibility of the Quality Assurance (QA) department to track the performance of each interpreter and publish monthly reports highlighting any nonperformers. The QA department utilizes Interpreters Unlimited's software system to track, monitor, and control the overall quality of interpreters.

### **Identification/Response/Corrective Action**

In case of an unsatisfactory performance a formal request is sent to the interpreter for corrective action. The interpreter is required to respond within a week period. Failure to comply will result in removal of the interpreter from the system. In the event of repeated occurrences, the Quality Assurance department will remove the interpreter without any further notice. The department will notify the President and Human Resources department of its action.

### **Policy Changes**

Changes to the established Quality Assurance plan require recommendation from the Quality Assurance Plan director and approval from the President. There is no exception to this policy.

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## ***Problem Reporting and Coordination Procedures***

Interpreters Unlimited's primary goal is to meet and exceed the expectations of each client by establishing a clear, concise approach in resolving any issues that may arise throughout the life of a contract. Through client relationship building and use of CRM tools, we aim to grow mutual trust between Interpreters Unlimited and Santa Monica College and provide the highest caliber of service.

### **Written Procedures for Problem Reporting**

If there is a complaint:

1. Contractor Representative addresses issue with internal staff/assigned interpreter
  - Type of complaint
  - Assignment/Requirement(s) overview
  - Perceived reason for complaint
2. Contractor Representative contacts client to discuss issue/contract compliance/history of service delivery
  - Area of dissatisfaction
  - Previous experience with process(es)/interpreter
  - Review company/client expectations
3. Contractor Represent and Contract Administrator work to develop an appropriate course of action and discuss any possible ramifications resulting from the matter
  - Implement new process(es)/methodologies
  - Assign/Re-assign personnel
  - The multi-level diagram on the following page further illustrates the procedural steps taken in IU's problem reporting and personnel coordination procedures.

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interpretation



translation



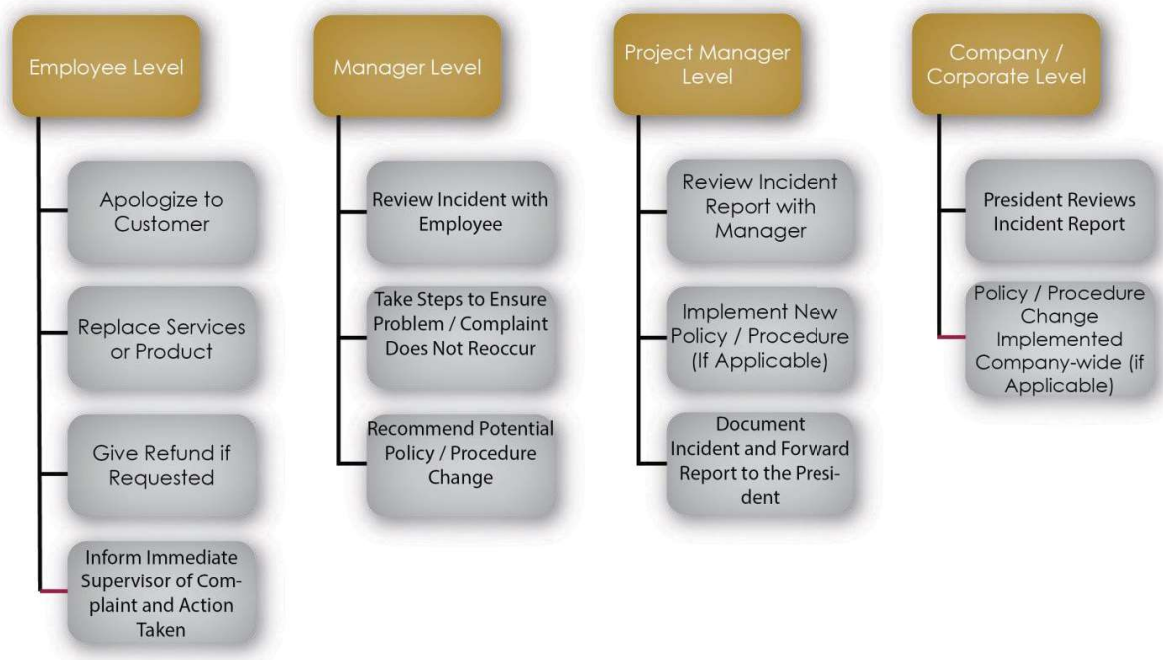
transportation



sign language



## Problem Resolution Work Flow Chart



The first step towards problem resolution is to contact Interpreters Unlimited at 800.726.9891 where an IU staff member will handle any matters that can be resolved from an employee level.

Any problems that require manager assistance will be directed to the Client Relations Manager:

**Laura Harolde, Client Relations Manager**  
**858.275.2577**  
**[laura.harolde@iugroup.com](mailto:laura.harolde@iugroup.com)**

The next point of contact in Interpreters Unlimited's organizational structure will be IU's Contract Administrator:

**Shamus Sayed, Chief Operations Officer**  
**858.866.1130**  
**[shamus.sayed@iugroup.com](mailto:shamus.sayed@iugroup.com)**

The final point of contact in the Problem Escalation Clause is Sayed Ali, President of Interpreters Unlimited:

**Sayed Ali, President**  
**858.866.1131**  
**[sayed.ali@iugroup.com](mailto:sayed.ali@iugroup.com)**



## ***Collecting and Documenting Feedback***

At Interpreters Unlimited, we stand behind the quality of our work and take all necessary measures to ensure that our clients' needs are met. Our dedicated management staff is available 24/7 to address any issues or concerns that may arise under the Contract between Santa Monica College and Interpreters Unlimited.

### **Web Customer Feedback Form**

The performance of our interpreters, internal and support staff are evaluated through the use of CRM tools such as customer satisfaction through constructive feedback provided on the Customer Feedback Form on the next page.

The customer feedback form on the following page is an established company tool provided to all client authorized representatives following the conclusion of an initial interpretation assignment. The information collected in this survey is reviewed and recorded to assist in the building/maintenance of current quality assurance measures.

Interpreters Unlimited wants to know if something is not to our client's expectations the first time it occurs, no matter how minor or major. We work to rectify problems immediately, so that the issue simply doesn't occur again.

### **Complaint Documentation**

Interpreters Unlimited stores information pertinent to client complaints/grievances securely in its proprietary software, IU Match Connect. These reports issued are received at the appropriate level, documented, and properly expedited into the system under that client profile.

Whether received in writing, by phone, fax, or email, all complaints are documented into a compatible PC format (.doc, .xls, .pdf) for quick reference and review within the client profile database. Additionally, hard copies of the correspondence are also kept on file for staff reference. Client and contract files are managed internally by office staff and can be reviewed at any time at the request/discretion of the Contract Administrator. All files, physical and virtual, are securely kept.

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interpretation



translation



transportation



sign language



## Customer Feedback Form

### Post Appointment Evaluation Form

Event Date: \_\_\_\_\_ Interpreter: \_\_\_\_\_

Your name: \_\_\_\_\_

Your role at appointment: \_\_\_\_\_

PLEASE CIRCLE ONE

You work with interpreters...	Daily	Often	Occasionally	Hardly ever
Was the interpreter on time?		Yes	No	Not sure
Was the interpreter professional in attire?	Good	Acceptable	Minimal	Unacceptable
Was the interpreter courteous?	Good	Acceptable	Minimal	Unacceptable
Your rapport with the interpreter?	Good	Acceptable	Minimal	Unacceptable
Your sense of the interpreter's rapport with the interpreter?	Good	Acceptable	Minimal	Unacceptable
Interpreter's linguistic ability in English?	Good	Acceptable	Minimal	Unacceptable
Interpreter's skill in the vocabulary of your profession?	Good	Acceptable	Minimal	Unacceptable
Overall, was the interpretation effective and comprehensive?		Yes	No	Not sure
Any other comments?				

How can we better service you?

***Please complete and fax back to Interpreters Unlimited 800.726.9822 or email to [scheduling@iugroup.com](mailto:scheduling@iugroup.com).***



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## Professional Commitment

Interpreters Unlimited possesses the personnel and depth of resources to offer Santa Monica College effective and culturally appropriate language services. Designated staff and oversight shall be appointed to the contract upon award. Contract administrators will be dedicated to the account and will stand in full service and support during the life of the contract. Santa Monica College will have full functional access to company CRM tools and on-demand **Customer Care** services.

### Our Customer Care Team

Santa Monica College and its constituents will have complete access to our customer care staff using our toll-free number, **800.726.9891**. IU is committed to delivering the highest standard of quality service. Listed below are features and benefits of our customer relations department.

- Live telephone operator following automated prompts
- Available 24/7/365
- 100% Bilingual staff
- Excellent employee benefits package – Medical/Dental/401k/Profit Sharing
- On-going professional development & training programs
- Employee reward programs
- Proficient employee & interpreter retention plan
- Senior Language Experts on staff to ensure quality interpretations and translations
- Maintain interpreter certification & evaluation files



In addition, IU has demonstrated commitment to distinguished customer service by aligning with **Customer Service Experts, Inc.** for professional key services.

### These professional services include:

- Advanced training and monitoring program
- Service evaluations
- On-going consultation
- Employee performance coaching

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## *Privacy and Confidentiality*

Interpreters Unlimited (IU) respects the privacy of protected health, educational records, and other sensitive information and understands the importance of keeping this information confidential and secure. IU understands the importance of the Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and Health Information Technology for Economic and Clinical Health Act (HITECH), as it applies to our services. Therefore, we have developed the following guidelines to ensure confidentiality of protected health information, educational records, and other sensitive information we may become privy to when providing our language services.

IU staff including interpreters and translators is required to adhere to guidelines in place to ensure the correct handling of sensitive and/or confidential information. In addition, IU has a zero-tolerance policy for those who do not comply with these guidelines.

**Compliance with HIPAA, FERPA and HITECH** IU maintains a comprehensive system to ensure compliance with applicable provisions of the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) as well as the Health Information Technology for Economic and Clinical Health Act (HITECH) recently put into effect. Since our goal is to provide the highest level of service to our customers and business partners, we want you to know how IU complies with the HIPAA, FERPA, and HITECH directives. Our Privacy Policy contains procedures addressing the protection, use, and disclosure of protected health information ("PHI") along with education/school records, accounting of disclosures, access by individuals and third parties to PHI, protection of PHI by contractors, business associate agreements, and training of employees.

### **How We Protect Personal Information**

We treat personal information securely and confidentially. We limit access to personal information to only those persons who need to know that information to provide support services to our customers. This also includes our interpreters who are trained on the importance of safeguarding this information and must comply with our procedures and applicable laws. We employ strict physical, electronic, and procedural security standards to protect personal information and maintain internal procedures to promote the integrity and accuracy of that information.

Translators are not allowed to remove any documents that contain information defined as sensitive and/or confidential. IU translators must adhere to the following guidelines:

- Do not discuss the subject matter, details, or content of a translation project with anyone outside
- Follow guidelines of IU Privacy Policy





## Software Security

IU Group's software system, IU MATCH CONNECT, is completely custom-designed and developed to efficiently adapt to our clients' needs and the exponential rate at which technology changes. Since its first version, released nearly 15 years ago, we've relentlessly enhanced its functionality, performance, user friendliness and security policies. Utilizing the most advanced technologies available today, IU MATCH CONNECT's most recent version (3.0.x) employs policies over secured and encrypted web-based protocol standards, strictly adhering to HIPPA compliance specifications. To achieve this, we've simplified our back-end and front-end application structure by powering our application with Adobe's Flex development technology. This allows for multi-faceted security and user interface implementations and an abundantly scalable harness for our Microsoft SQL Server databases. Additionally, IU Group's physical infrastructure environment for IU MATCH CONNECT features a wide range of security measures including: enterprise-grade firewall security appliances, environment-based encryption and 24/7 live system monitoring and redundancies. The combination of our on-site software development and hardware management teams diligently and continuously study our employed technologies versus the ever-changing technology industry. To that end, our customized development, minute-by-minute monitoring and overall update/upgrade schemes have ultimately helped IU Group create reliable physical infrastructure and software systems focused on long-term scalability and the pursuit of absolute security.

## Information Management

Company information is only available through our secured, proprietary software application. Our software application is accessed via explicit user credentials; these credentials are delegated by system administrators. No secured company information is transferred through email, under any and all circumstances. This is managed and audited by system administrators based on privacy policies signed at each employee's time of hire. Additionally, any devices designed for our employees in the field, whether notebooks or mobile devices, are configured, secured and managed by our system administrators. Unless otherwise specified, employees can only access secured company information within office locations, through domain-controlled workstation credentials and system administrator delegated software application credentials. In addition, no secured company information is stored directly on any device; this includes devices designed for employees in the field.

## Further Information

IU may find it necessary to revise and update its Privacy Policy from time to time as changes to the privacy regulations emerge, and will communicate any such changes to our staff, customers and business partners.







## Reporting

Using IU Match Connect, Interpreters Unlimited's reporting abilities are completely customizable. Upon contract inception, we will work with report recipients to learn what information they require and what additional information they would like to have. Having access to full statistical information based on your actual usage can allow both Santa Clara County Housing Authority and Interpreters Unlimited to analyze and increase overall service efficiency.

### System Reporting – Features, Capabilities, and Samples

IU Match Connect, Interpreters Unlimited's Proprietary Software System, uses the latest SQL Database. This database has extensive capabilities, such as the Crystal Report Viewer, which can query any number of data fields, including:

- Dates of Service
- Language
- Location
- Requesting Agency
- Requestor within Agency
- Patient/LEP
- Cost
- Mileage

An example of such a report for an on-site interpreter is shown below:

Date Service	Invoice #	Language	Patient	Requester	Location Services Provided	Start Time	End Time	Duration	Cost of Interpretation	Miles Driven	Total Cost of Mileage	Invoice Total
7/1/2010	123456	Arabic	Mr. Mister	John Smith	East County Mental Health	11:20am	12:20pm	2:00 hrs	\$119.50	0	\$0.00	\$119.50
7/1/2010	525293	Spanish	Ms. Misses	Jane Do	North Coastal Mental Health	8:40am	9:10am	2:00 hrs	\$119.50	0	\$0.00	\$119.50

All reports are provided in Excel format unless otherwise specified. Automated custom queries can also be established.

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interpretation



translation



transportation



sign language



## Secure Accessibility

Standard reports can be generated via your IU Match Connect secure login information. Reports are generated real-time in Excel format and are available for download within seconds. Should you have a request for a custom report, this request can be made by calling your Contract Administrator at Interpreters Unlimited. Results will be sent securely via email or will be made available for download via IU Match Connect.

IU has developed a proprietary software system called IU Match Connect, which helps to manage all projects from start to finish. This comprehensive system serves as the hub for producing customized usage reports and invoices, as well as a secured storage space for interpreter profiles and assignments histories.

As a **web-based system**, IU Match Connect allows the Interpreters Unlimited staff to receive service request 24 hours a day. Although service requests can be submitted via email, fax, or phone, the quickest, most efficient and preferred method is via our website, [www.InterpretersUnlimited.com](http://www.InterpretersUnlimited.com). **Santa Clara County Housing Authority representatives** will be given a secured login ID allowing access to the following functionalities:

- Request interpretation appointments
- Authorize appointments, if applicable
- View appointment histories

**In addition, IU Match Connect also provides the following capabilities:**

- Digital Fax Manager - repository for all faxes including service requests and end-time reporting
- Human Resource Manager - manage employee schedules, vacation, project timelines
- Event Booking - tracks daily, weekly, monthly, and yearly interpretation sessions and translation
- Invoice and Reporting - generates custom reporting and invoices based on user input and field customization
- Bookkeeping - calculates financials and interfaces with QuickBooks
- Interpreter Scheduling - repository for information required to book an appointment i.e. stores Assignment Profile
- Contact Manager - organizes all customers, vendors, and employees contact information
- Daily Task Manager - stores assignments organized by customer, by interpreter, or by employee
- Online Function – allows clients to login securely to schedule or view an appointment as well as allows interpreters to login in to report their end time and view their future assignments

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interpretation



translation



transportation



sign language



## Language List

IU provides interpretation and translation services including, but not limited to, the following languages:

<b>Afrikaans</b>	<b>Hmong</b>	<b>Polish</b>
<b>Akan</b>	<b>Hoiping Chinese</b>	<b>Pompango</b>
<b>Albanian</b>	<b>Hungarian</b>	<b>Portuguese, Brazilian</b>
<b>Amharic</b>	<b>Ibo</b>	<b>Portuguese, European</b>
<b>Apakapa</b>	<b>Ilocano</b>	<b>Punjabi</b>
<b>Arabic (six dialects)</b>	<b>Ilongo</b>	<b>Romanian</b>
<b>Armenian</b>	<b>Indonesian</b>	<b>Russian</b>
<b>Ashkarik</b>	<b>Italian</b>	<b>Samoan</b>
<b>Assyrian</b>	<b>Japanese</b>	<b>Sephardic Konkan</b>
<b>Azerbaijani</b>	<b>Kamasaja</b>	<b>Serbian</b>
<b>Basque</b>	<b>Kanarese</b>	<b>Shanghai Chinese</b>
<b>Bengali</b>	<b>Kannada</b>	<b>Sibuano</b>
<b>Bosnian</b>	<b>Kapangpangan</b>	<b>Sicilian</b>
<b>Bulgarian</b>	<b>Karen</b>	<b>Sign Language (ASL)</b>
<b>Burmese</b>	<b>Kinyarwanda</b>	<b>Sindhi</b>
<b>Cambodian</b>	<b>Kirundi</b>	<b>Sinhalese</b>
<b>Cantonese</b>	<b>Konkani</b>	<b>Slovakian</b>
<b>Catalan</b>	<b>Korean</b>	<b>Slovenian</b>
<b>Cebuano</b>	<b>Kurdish</b>	<b>Somali</b>
<b>Chamorro</b>	<b>Laotian</b>	<b>Spanish</b>
<b>Chiu Chow</b>	<b>Latvian</b>	<b>Swahili</b>
<b>Choktaw</b>	<b>Lithuanian</b>	<b>Swedish</b>
<b>Chuukese</b>	<b>Macedonian</b>	<b>Tagalog</b>
<b>Creole</b>	<b>Malay</b>	<b>Taiwanese</b>
<b>Croatian</b>	<b>Malayalam</b>	<b>Tagrinyan</b>
<b>Czech</b>	<b>Malaysian</b>	<b>Tamil</b>
<b>Danish</b>	<b>Mandarin</b>	<b>Telugu</b>
<b>Dari</b>	<b>Marathi</b>	<b>Thai</b>
<b>Dutch</b>	<b>Mesquito</b>	<b>Toisan</b>
<b>Estonian</b>	<b>Mestaco</b>	<b>Tongan</b>
<b>Farsi</b>	<b>Mien</b>	<b>Tulu</b>
<b>Fijian</b>	<b>Minh</b>	<b>Turkish</b>
<b>Fijian-Hindi</b>	<b>Mixteco</b>	<b>Ukrainian</b>
<b>Finnish</b>	<b>Moldavian</b>	<b>Urdu</b>
<b>Flemish</b>	<b>Mongolian</b>	<b>Urghur</b>
<b>French</b>	<b>Nagamese</b>	<b>Vietnamese</b>
<b>Fukien Chinese</b>	<b>Nepali</b>	<b>Visayan</b>
<b>Georgian</b>	<b>Norwegian</b>	<b>Yemeni</b>
<b>German</b>	<b>Nuer</b>	
<b>Greek</b>	<b>Oaxaca</b>	
<b>Gujarati</b>	<b>Oromo</b>	
<b>Haitian Creole</b>	<b>Pangasinan</b>	
<b>Hakka</b>	<b>Papiamento</b>	
<b>Hebrew</b>	<b>Pashto</b>	
<b>Hindi</b>	<b>Persian</b>	



interpretation



translation



transportation



sign language



## Pricing

### *On-Site Interpretation*

Language	Price per Hour (Weekdays 8am-5pm)	Price per Hour (After-hours, weekends, holidays)	Minimum	Time Frame	Availability
Spanish	\$50.00	\$50.00	2 hour minimum	Same price for both regular and emergency appointments	24/7/365
All Other Languages	\$75.00	\$75.00	2 hour minimum	Same price for both regular and emergency appointments	24/7/365
American Sign Language	\$75.00	\$75.00	2 hour minimum	Same price for both regular and emergency appointments	24/7/365

#### Terms:

- Time booked, time billed
- Cancellations made within 24 business hours of the appointment will be subject to a charge in the amount of the two (2) hour minimum or time booked, whichever greater
- Travel over 50 miles roundtrip will be charged in accordance with current IRS rates of \$0.575/mile

### *Over-the-Phone Interpretation*

Language	Price per Minute	Minimum	Time Frame	Availability
All Languages	\$0.75	No minimum	On-Demand	24/7/365





## Document Translation

Language	Price per Word	Minimum	Time Frame	Availability
All Languages	\$0.12	No minimum	24 hours to confirm; 2-3 business days to completion	24/7/365

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**EXHIBIT C**  
**PROFILE OF FIRM**

(1) ☒ Prime ☐ Sub-contractor  
(2) Name of Firm: Interpreters Unlimited, Inc. Telephone: (800) 726-9891 Fax: (800) 726-9822

(3) Street Address, City, State, Zip: 10650 Treena Street, Suite 308 San Diego, CA 92131

(4) Please attached a brief description of the company, including the following information:  
(a) Year Firm Established; (b) Year Firm Established in California; (c) Former Name and Year Established (if applicable); (d) Name of Parent Company and Date Acquired (if applicable).  
Please see "Company Information" attached.

(5) Identify Principals/Partners in Firm (submit a brief professional resume for each):

NAME	TITLE	% OF OWNERSHIP
Sayed Ali	President, CEO	100%

(6) Identify the individual(s) that will act as project manager and any other supervisory personnel that will work on project; please submit a brief resume for each individual identified below (if different from above):

NAME	TITLE
Shamus Sayed	Vice-President

(7) Proposer Diversity Statement: You must check all of the following that apply to the ownership of this firm and enter where provided the correct percentage (%) of ownership of each:

☐ Caucasian American (Male) ☐ Public Held Corporation ☐ Government Agency ☐ Non-Profit Organization

\_\_\_\_\_ % \_\_\_\_\_ % \_\_\_\_\_ % \_\_\_\_\_ %

Resident- (RBE), Minority- (MBE), or Woman-Owned (WBE) Business Enterprise (Qualifies by virtue of 51% or more ownership and active management by one or more of the following:

☐ Resident Owned ☐ African American ☐ Native American ☐ Hispanic American ☐ Asian/Pacific ☐ Hasidic Jew  
American

\_\_\_\_\_ % \_\_\_\_\_ % \_\_\_\_\_ % \_\_\_\_\_ % \_\_\_\_\_ %

☒ Asian/Indian ☐ Woman-Owned ☐ Woman-Owned ☐ Disabled Veteran ☐ Other (Specify):  
American (MBE) (Caucasian)

100 % \_\_\_\_\_ % \_\_\_\_\_ % \_\_\_\_\_ % \_\_\_\_\_ %

WMBE Certification Number: AZ01494

Certified by (Agency): Pacific Southwest Minority Supplier Development Council

(NOTE: A CERTIFICATION/NUMBER NOT REQUIRED TO PROPOSE – ENTER IF AVAILABLE)

(8) Federal Tax ID No.: 20-5905641

(9) Local Business License No. (if applicable): Not applicable.

(10) State of California License Type and No.: City of San Diego Certificate of Payment of Business Tax, #B2008035816

(11) Worker's Compensation Insurance Carrier: Hartford Casualty Insurance Company

Policy No.: 72WECIO8041 Expiration Date: 1/1/2021

(12) General Liability Insurance Carrier: Sentinel Insurance Company

Policy No.: 72SBAAR7770 Expiration Date: 1/1/2021

(13) Professional Liability Insurance Carrier: AXIS Insurance Company

Policy No.: P-001-000243790-01 Expiration Date: 1/1/2021

(14) Debarred Statement: Has this firm, or any principal(s) ever been debarred from providing any services by the Federal Government, any state government, the State of California, or any local government agency within or without the State of California? Yes ☐ No ☒ If "Yes," please attach a full detailed explanation, including dates, circumstances and current status.

(15) Disclosure Statement: Does this firm or any principals thereof have any current, past personal or professional relationship with any Commissioner or Officer of the SCCHA? Yes ☐ No ☒ If "Yes," please attach a full detailed explanation, including dates, circumstances and current status.

(16) Non-Collusion Affidavit: The undersigned party submitting this proposal hereby certifies that such proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the Proposal is genuine and not collusive or sham; that the Offeror has not directly or indirectly induced or solicited any other Offeror to put in a false or sham RFP, and has not directly or indirectly colluded, conspired, connived, or agreed with any Offeror or anyone else to put in a sham RFP, or that anyone shall refrain from proposing; that the Offeror has not in any manner, directly or indirectly sought by agreement, communication or conference with anyone to fix the RFP price of the Offeror or any other Offeror, or to fix any overhead, profit, or cost element of the RFP price or of that of any Offeror, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the RFP are true; and further, that the Offeror has not, directly or indirectly, submitted his/her RFP price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay any fee to any corporation, partnership, company, association, organization, RFP depository, or to any member or agent thereof, to effectuate a collusive or sham RFP.

I, the undersigned, hereby certify that I have read and understand this **Profile of Firm Form** and **Non-Collusion Affidavit** and guarantee complete compliance with all the terms, conditions and stipulations of the RFP.



Signature

Shamus Sayed

Printed Name

Interpreters Unlimited, Inc.

Company

3/20/2020

Date



# Interpreters Unlimited, Inc.

## *Affirmative Action Policy*

It is the policy of Interpreters Unlimited to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, Interpreters Unlimited will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

Employees and applicants shall not be subjected to harassment, intimidation or any type of retaliation because they have (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, state or local law requiring equal employment opportunity; (3) opposed any act or practice made unlawful by any federal, state or local law requiring equal opportunity; or (4) exercised any other legal right protected by federal, state or local law requiring equal opportunity.

The above-mentioned policies shall be periodically brought to the attention of supervisors and shall be appropriately administered. It is the responsibility of each supervisor of the company to ensure affirmative implementation of these policies to avoid any discrimination in employment. All employees are expected to recognize these policies and cooperate with their implementation. Violation of these policies is a disciplinary offense.

The Affirmative Action Officer has been assigned to direct the establishment and monitor the implementation of personnel procedures to guide our affirmative action program throughout Interpreters Unlimited. A notice explaining the company's policy will remain posted.

**(Remainder of this page intentionally left blank)**



interpretation



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10650 Treena St., Suite 308, San Diego, CA 92131 / Phone 800.726.9891 / Fax 800.726.9822